



ANTI-RED TAPE AUTHORITY

2019-2020

ACCOMPLISHMENT REPORT

2019-2020 ARTA Accomplishment Report

Anti-Red Tape Authority

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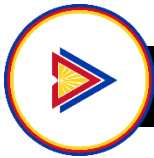
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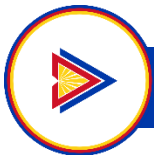
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Table of Contents



The Anti-Red Tape Authority

ARTA Vision, Mission, and Core Values
IRR of R.A. 11032 Signing



ARTA Major Programs 2019-2020

NEHEMIA Program

Doing Business Initiatives

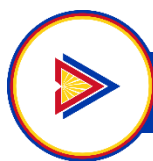
- Doing Business Survey
- EODB-ART Advisory Council
- Central Business Portal
- National Business One-Stop Shop

Complaints Handling

- Statistics
- Filing of Cases
- Automatic Approval

ARTA List of Issuances

Table of Contents



ARTA Major Programs 2019-2020

Compliance to R.A. 11032

- Citizen's Charter Guidelines
- Citizen's Charter Guidelines Roll-out
- Reform of Priority Agencies
- Monitoring efforts
- ARTA Package
- Administrative Order 23

Regulatory Management System

- Regulatory Impact Assessment
- ARTA Partnerships
- PBRIS and ARTEMIS
- Regulatory Reform Initiatives

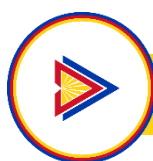
Information Campaign

ARTA during the COVID-19 Pandemic



ARTA Organizational Development

Onboarding



ARTA Commendations and Testimonial

Partners

Citizens



The Anti-Red Tape Authority



The Anti-Red Tape Authority was created by virtue of R.A. 11032 or the Ease of Doing Business and Efficient Government Service Delivery Act of 2018. ARTA is tasked to implement and oversee a national policy on anti-red tape and ease of doing business.

Vision

Our vision is a fair and citizen-centric Philippine government, which enables a vibrant business environment and a high-trust society.

Mission

To achieve our vision, we will transform the way the government enables its citizens and stakeholders through collaboration, technology, and good regulatory practices.

Core Values



Integrity



Citizen-centric



Innovation



IRR Signing



Pursuant to Section 30 of RA 11032, the Anti-Red Tape Authority (ARTA), with the Civil Service Commission (CSC) and Department of Trade and Industry (DTI) must recommend for approval the Implementing Rules and Regulation (IRR) within ninety (90) days from the effectivity of the Act. Under the leadership of Director General Belgica, the draft IRR was reviewed, revamped, and signed in just 7 working days after his oath taking. The IRR was signed on July 17, 2019, together with the DTI Secretary and CSC Chairperson. The published version of the IRR can be accessed at the Anti-Red Tape Authority Website, www.arta.gov.ph.

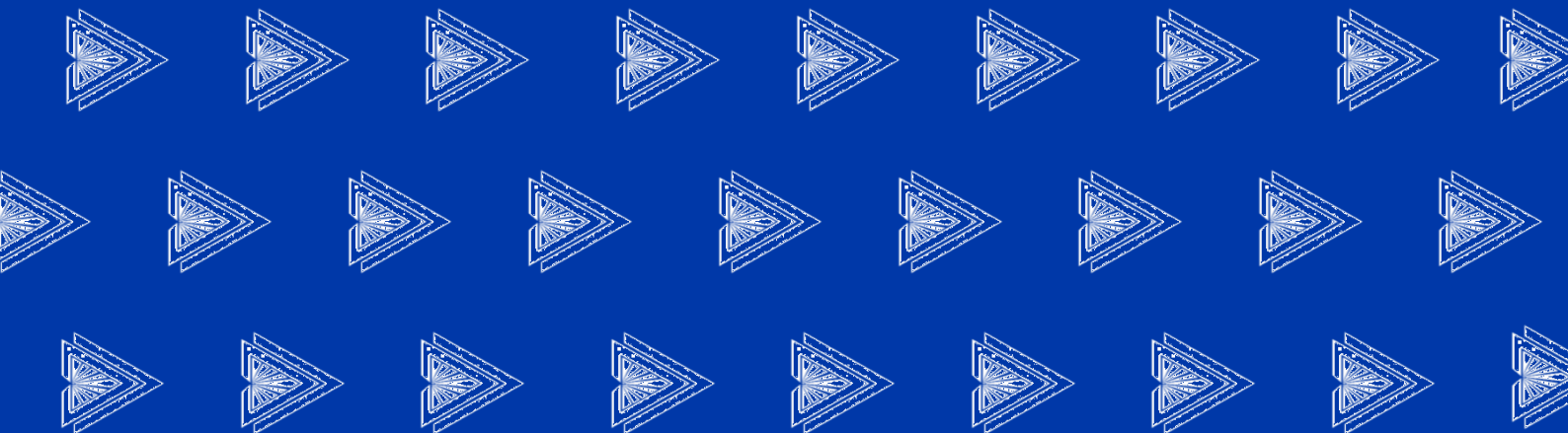




ARTA Major Programs 2019-2020



NEHEMIA Program



NEHEMIA Program



National Effort for the Harmonization of Efficiency Measures of Inter-related Agencies

The NEHEMIA Program is Sectoral Based inter-agency streamlining effort that takes as its consideration the speeding up and realization of the Socio-Economic Agenda of the Duterte Administration.

The program has a definite period and clear target and it is 52% reduction of time, costs, requirements or procedures within 52 weeks for the key sectors of society in 2020. For it's first year, ARTA and its partner agencies will focus on these five sectors:



Connectivity
Telecommunications



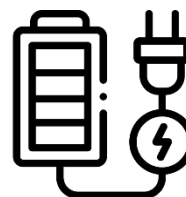
Housing and
Construction



Food and
Pharmacology



Logistics



Power and Energy

The program of reform for each of the sectors shall be spearheaded by the Department Secretary or secretaries whose respective department/s exercises jurisdiction over most, if not all, of the sector. The list of sectors mentioned may be added upon and increased by the lead builders as the need arises.

ARTA launches NEHEMIA Program to cut gov't processes by 52% within 52 weeks

The Anti-Red Tape Authority (ARTA) launched its flagship program under the leadership of Director General Jeremiah Belgica – the NEHEMIA Program – at the Premier Guest House in Malacañan Compound last March 4, 2020.

The NEHEMIA Program is a sectoral-based streamlining effort that is directed towards speeding up and realization of the Socio-Economic Agenda of the Duterte Administration. It targets to reduce the time, cost, requirements, and procedures in sectors of economic and social significance by 52% within 52 weeks.

Present for the launch are key officials from the lead builders of the program – the Office of the Executive Secretary (OES), ARTA, Office of the Cabinet Secretariat, Department of Budget and Management, National Economic and Development Authority, Department of Information and Communications Technology (DICT), Department of Interior and Local Government, and the Development Academy of the Philippines – who will be signing a Memorandum of Understanding specifying the roles and responsibilities of each agency, among others.

The NEHEMIA Program is pursuant to Rule III Section 3 of the Implementing Rules and Regulations of Republic Act 11032 which mandates ARTA to adopt a whole-of-government approach in the streamlining of government services. It is also aligned with the recently released Administrative Order 23: Eliminating Overregulation to Promote Efficiency of Government Processes signed by President Rodrigo Roa Duterte last February 21, 2020. Inter-agency reviews shall be adopted for horizontal integration or end-to-end processing in the delivery of government services.

In current practice, government agencies and their offices function independently from each other, creating redundant processes that procure the same information repeatedly but achieve minimal results.

The OES will be the lead coordinating agency of the program while OCS and ARTA will act as co-chairs. Meanwhile, the DICT would lead the development of the digital infrastructure for the automation of government service.



“The NEHEMIA Program shall break down the silo system and the lack of interconnection among government agencies. Our government must be a singular unit serving the country, with the citizens being our primary client”, the ARTA czar said.

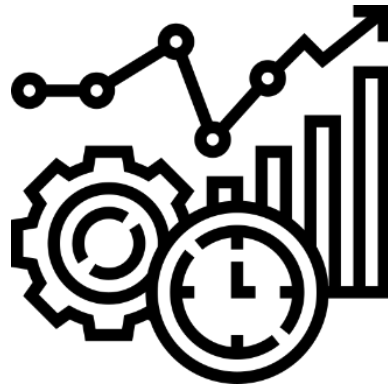


December 9-10: Strategic Planning
December 20: DHSUD Secretary Eduardo del Rosario
December 27: PAFP Secretary Vince Dizon
January 8: Cabinet Secretary Karlo Nograles
January 14: DOH Secretary Francisco Duque III
January 15: DBM Secretary Wendel Avisado
January 16: SILG Secretary Eduardo Año
January 27: DICT Secretary Gringo Honasan
January 27: DOF Director Sarmiento
January 29: Executive Secretary Salvador Medialdea
February 14: DOE Secretary Alfonso Cusi
March 2: DOTr Secretary Arthur Tugade and Approved
by Cabinet Members
March 4: Signing of MOU by Lead Builder Agencies
Common Towers Sector to reduce permitting process
from 8-9 months to 12-14 days.

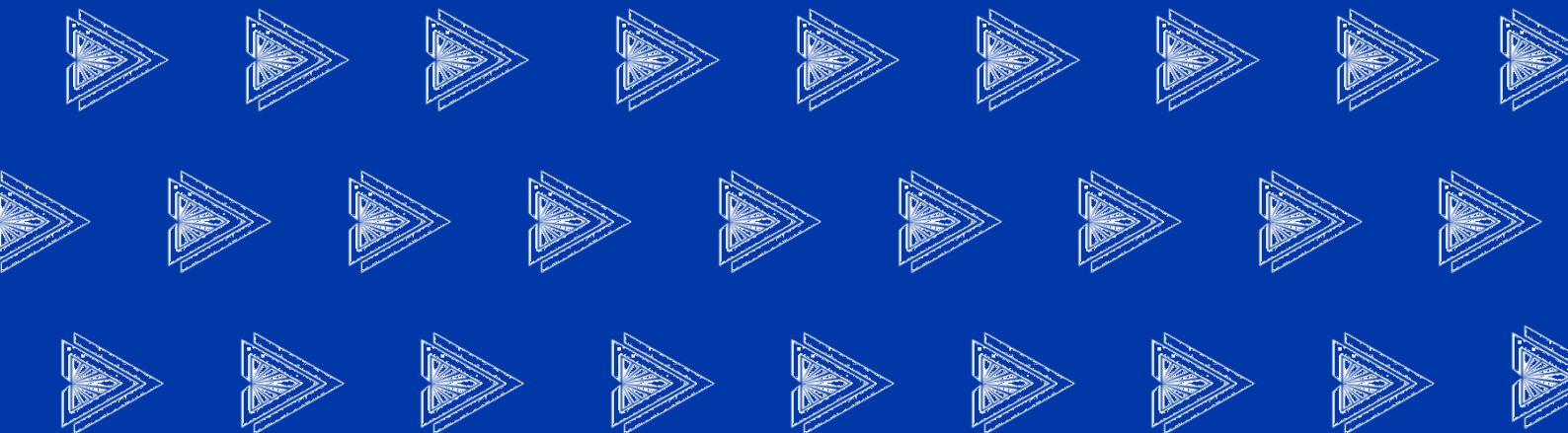


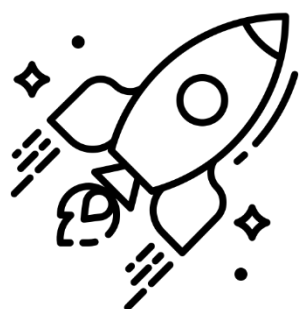
The NEHEMIA Program Timeline





Doing Business Initiatives





95th

Ease of Doing Business Ranking

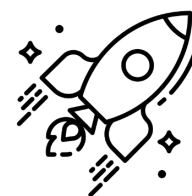
In the World Bank 2020 Doing Business Report, the Philippines ranked 95th out of 190 economies, an improvement of 29 notches from the country's 124th rank during the 2019 survey. The improvement was due to the reforms on the Starting a Business, Dealing with Construction Permits, and Protecting Minority Investors indicators.













ARTA is tasked to monitor our country's competitiveness ranking for the 2021 cycle

Doing Business Survey

DB 2021 Per-Indicator Submission



SUB-INDICATORS		Reforms	Data Correction
	Starting a Business	12	0
	Dealing with Construction Permits	7	5
	Getting Electricity	3	3
	Registering Property	7	1
	Getting Credit	6	1
	Protecting Minority Investors	3	3
	Paying Taxes	0	0
	Trading Across Borders	3	0
	Enforcing Contracts	10	1
	Resolving Insolvency	0	3
TOTAL		55	13

Probability	Number of Reforms
HIGH	8
MEDIUM	26
TOTAL	34

Doing Business Reforms



STARTING A BUSINESS (SAB)

	Summary	Reforms/ Data Correction	Sub-index/ Question impacted	Probability of Acceptance	Remarks
1	Removal of Notarization (Procedure 1)	Reform	Procedure	MED	SEC MC 16-2020 (Guidelines on Authentication of AOI in Applications for Registration of New Domestic Corporations); concern is the effectivity - April 30; and it still allows for notarization as an option.
2	Removal of Notarization (1 day)	Reform	Time	MED	
3	Removal of Notarization (Php500)	Reform	Cost	MED	
4	SEC Registration (from 2 weeks to 3 days)	Reform	Time	MED	SEC Statistics ave. processing time
5	QC LGU Business One-Stop Shop (reduction from 6 to 3 days)	Reform	Time	MED	QC LGU position - "Notably, 3,173 applications or 70% were issued business permits within 2.70 days" However, this is just 27.7% of 11,464 applications processed by QC LGU
6	Pag-IBIG final registration require separate visit to Pag-IBIG branch office, which is completed within a maximum of 3 days; procedure is simultaneously undertaken with that of the SSS and PhilHealth registration. Thus, time should increase by 2 days.	Reform	Time	MED	Pag-IBIG position - SEC had ceased to pregenerate employer numbers for newly-incorporated companies since 2018. Moreover, they need to do manual deduping/manual eyeballing of similarly-named entities looking at DTI sole proprietorships and CDA cooperatives as well.



DEALING WITH CONSTRUCTION PERMITS (DCWP)

7	Removal of Procedures 1 (geotechnical study); 2 (topo/geodetic survey; 3 (lot plan with site map)	Data Correction	Procedure	MED	QC Soil Profile in International Journal of GEOMATE; NAMRIA QC Topo Map 1:50,000; QC Report show that these are not listed as documentary requirements and only those listed in checklist will be accepted by the QC OSSCP
8	Removal of Time (total of 25 days) for Procedures 1 (geotechnical study - 15D); 2 (topo/geodetic survey - 13D simultaneous); 3 (lot plan with site map - 10D)	Data Correction	Time	MED	QC Soil Profile in International Journal of GEOMATE; NAMRIA QC Topo Map 1:50,000; QC Report show that these are not listed as documentary requirements and only those listed in checklist will be accepted by the QC OSSCP
9	Removal of Associated costs of Php 125,000 - Procedures 1 (geotechnical study - PHP70K); 2 (topo/geodetic survey - PHP35K); 3 (lot plan with site map -PHP20K)	Data Correction	Cost	MED	QC Soil Profile in International Journal of GEOMATE; NAMRIA QC Topo Map 1:50,000; QC Report show that these are not listed as documentary requirements and only those listed in checklist will be accepted by the QC OSSCP
10	OSSCP Pre-construction permits/clearances (Procedures 6,7,8,9,10) should be amended to reflect streamlined preconstruction permits/clearances, to wit: Procedure 2 - 1 time application for locational clearance, building permit and FSEC; Procedure 3 - Obtain building permit and ancillary permits	Reform	Procedure	MED	QC DBO Report with Guide to online portal; DBO actual application records/history. However, widespread usage - majority should have used the new system/online portal
11	The time to complete the streamlined Procedures 2 (One-time application and submission of requirements for building permit; Procedure 3 obtain building permit and ancillary permits) should be reflected as 6 days. This replaces the time to complete old procedures 6,7,8,9,10 of 52 days.	Reform	Time	MED	QC DBO Report with Guide to online portal; DBO actual application records/history. However, widespread usage - majority should have used the new system/online portal
12	Remove former 9 post-construction procedures 11 to 16, 20 to 22 and replace with streamlined OSSCP Procedures for post-construction clearances: Procedure 4 (One time application and submission requirements for a FSIC, tax declaration, and certificate of occupancy); Procedure 5 (Receive joint post-construction inspection); and Procedure 6 (Obtain the FSI report, tax declaration & certificate of occupancy).	Reform	Procedure	MED	QC DBO Report with Guide to online portal; NO DBO actual application records/history. However, widespread usage - majority should have used the new system/online portal
13	The time to complete streamlined OSSCP Procedures for post-construction clearances should be reflected as 6 days	Reform	Time	MED	QC DBO Report with Guide to online portal; summary of application records/history (no breakdown). However, widespread usage - majority should have used the new system/online portal



GETTING ELECTRICITY (GE)

	Summary	Reforms/ Data Correction	Sub-index/ Question impacted	Probability of Acceptance	Remarks
14	QC MERALCO MOU on electronic CFEI transmittal to Meralco by QC DBO; incorporated in improved Procedure 2 payment of service deposit and await contract approval	Reform	Procedure	MED	Needs further validation with MERALCO/QC LGU
15	CFEI is already applied for as part of DWCP and should not be doubly counted. This is bolstered by QC MERALCO MOU where CFEI is just transmitted electronically to Meralco	Data Correction	Procedure	MED	Needs further validation with MERALCO/QC LGU
16	Meralco launched Meralco Online; PEC Program; Design Categorization Program. Thus, improving procedures: (1) Combine Procedures 1 and 2 and (2) change description to "Submit application with supporting requirements via Meralco Online and await contract ap	Data Correction	Time	MED	Needs further validation with MERALCO/QC LGU
17	Associated costs of Php7,500 should be removed. CFEI is already applied for as part of DWCP and should not be doubly counted. This is bolstered by QC MERALCO MOU where CFEI is just transmitted electronically to Meralco.	Data Correction	Cost	MED	Needs further validation with MERALCO/QC LGU



REGISTERING PROPERTY (RP)

18	The public may readily access official statistics (number of transactions) from the LRA, through this link: http://lra.gov.ph/propertytransaction-statistics.html or by going to LRA's website (www.lra.gov.ph) and click the "Property Transaction Statistics" tab.	Reform	Transparency of Information: Are there publicly available official statistics tracking the number of transactions at the immovable property registration agency?	HIGH	The response should change from NO to YES to reflect that official statistics on the number of transactions are publicly available at the immovable property registration agency.
19	eCARs can be issued within 5 days from 14 days thru the BIR One-time-Transactions (ONETT) fast lane. Notably, in the majority of instances when the processing time took longer than 5 days, the identified cause was system failure. To address this, the BIR is already working on its Digital Transformation Program and is in the pilot implementation stage of its web-based modern platform - the Internal Revenue Integrated System (IRIS). Once deployed in all BIR offices nationwide, IRIS will replace the BIR's 24 year old Integrated Tax System, which is already costly and difficult to use and maintain.	Reform	Time	MED	Based on the data from the 4 BIR RDOs (Nos. 28, 38, 39, 40) in QC, the combined quarterly performance shows continued improvements in releasing eCARs within 5 days from receipt of the application, for May to July 2019 - 44% compliant; August to October 2019 - 41% compliant; and November 2019 to January 2020 - 63% compliant. In 2020, before the Covid-19 pandemic halted operations (January 1 to March 13), the 4 BIR RDOs were releasing eCARs within 5 days from receipt of the application - 54% of the time. Seeing an upward trend in the last 5.5 months (November 1, 2019 to March 13, 2020), where 3,502 of 5,842 eCAR applications or 60% were released within 5 days, it can reasonably be expected that the compliance with processing times would have improved for the rest of March and April 2020. However, linear average would show compliance at 49%.



GETTING CREDIT (GC)

20	Data Sharing Agreement between DTI and TransUnion	Reform	Depth of Credit Information: Are data on both firms and individuals distributed?	HIGH	The response should change from NO to YES to reflect that the data on both firms and individuals are distributed.
21	Section 66 of the PPSA and Sec. 9.01(b)(iii) of its PPSA IRR expressly repealed Article 2241 and 2243 of the New Civil Code of the Philippines (NCC), which provided for preference of credits over specific movable property (special preferred credits). All other laws, orders, issuances or portions thereof, which are inconsistent with the provisions of the PPSA and its IRR are likewise repealed. Since the NCC provisions were expressly repealed under the PPSA and the PPSA IRR, the preference of credits under the PPSA applies to ALL FORMS OF SECURITY created over specific movable property.	Reform	Strength of Legal Rights: Are secured creditors paid first (i.e. before tax claims and employee claims) when a business is liquidated?	MED	The response should change from NO to YES to reflect that secured creditors are paid first when a business is liquidated. A security interest created and perfected over specific movable property enjoys preference/priority over other claims on such property.


PROTECTING MINORITY INVESTORS (PMI)

	Summary	Reforms/ Data Correction	Sub-index/ Question impacted	Probability of Acceptance	Remarks
22	SEC MC 3-2020 was issued on 21 February 2020, effective on 27 February 2020 on the "Notice of Regular Meetings of Stockholders/Members," applicable to all corporations, including Publicly Listed Companies (PLCs). MC 3-2020 provides that written notice of regular meetings shall be sent to all stockholders/members of record at least 21 days prior to the date of the meeting.	Reform	Measure of Quality: Extent of Corporate Transparency Index	HIGH	Answer changed from NO to YES. Must a detailed notice of general meeting be sent 21 calendar days before the meeting?
23	Section 1 of MC 14-2020 (issued 28 April 2020, effective on 30 April 2020) provides that, "Shareholders who, alone or together with other shareholders, hold at least five percent (5%) of the outstanding capital stock of a publicly listed company (PLC) shall have the right to include items on the agenda prior to the regular/special stockholders' meeting." The SEC issued the above MC pursuant to the authority granted to it by Section 179(d) of the RCC to issue rules and regulations to promote good corporate governance and protection of minority shareholders consistent with international best practices	Reform	Measure of Quality: Extent of Shareholders Rights Index	HIGH	Response changed from NO to YES. Can shareholders representing 5% of Buyer's share capital put items on the general meeting agenda?
24	Section 1 of MC 12-2020 (issued 07 April 2020, effective on 15 April 2020) provides that, "The sale or disposal of corporate property and assets amounting to at least 51% of the corporation's total assets shall be considered as sale of all or substantially all of corporate property and assets, whether such sale accrued in a single transaction or in several transactions taking place within one (1) year from the date of the first transaction (aggregate sale transactions)."	Reform	Measure of Quality: Extent of Shareholders Rights Index	HIGH	Response changed from NO to YES. Does the sale of 51% of Buyer's assets require shareholder approval?
25	The right of a plaintiff to request for categories of documents from a defendant as part of court process is provided for under Rules 21 (Subpoena) and 27 (Production or Inspection of Documents or Things) of the Rules of Court, as amended. Section 3 of Rule 21 of the Rules of Court, provides that a "subpoena shall state the name of the court and the title of the action or investigation, x x x in case of a subpoena duces tecum, it shall also contain a reasonable description of the books, documents or things demanded which must appear to the court prima facie relevant."	Data Correction	Measure of Quality: Extent of Shareholders Rights Index	HIGH	Response should change from NO to YES: Can the plaintiff request categories of documents from the defendant without identifying specific ones?
26	Under Article 2208(2) of the Civil Code of the Philippines, attorney's fees and expenses of litigation shall be recovered by the party entitled to it (including plaintiffs in a shareholder suit to protect their interest) when the defendant's act or omission (i.e., entering into a related party transaction) has compelled the plaintiff to, among others, incur expenses to protect his interest.	Data Correction	Measure of Quality: Extent of Shareholders Rights Index	HIGH	Response should change from NO to YES: Can shareholder plaintiffs recover their legal expenses?
27	Section 30 of Republic Act No. 11232, or the Revised Corporation Code, provides for the liability of directors who, fall under any of the following: "(1) willfully and knowingly vote for or assent to patently unlawful acts of the corporation OR (2) assent to patently unlawful acts of the corporation OR (3) who are guilty of gross negligence or bad faith in directing the affairs of the corporation OR (4) acquire any personal or pecuniary interest in conflict with their duty as such directors shall be liable jointly and severally for all damages resulting therefrom suffered by the corporation, its stockholders xxx" The use of the word "OR" preceding each of the conditions under which a director may be held liable for damages provide for a clear and plain meaning that merely satisfying any one of the conditions in the list provides sufficient basis for liability.	Data Correction	Measure of Quality: Extent of Director Liability Index	MED	Response should change from NO to YES: Can shareholders hold Mr. James liable for the damage the transaction caused to the Buyer?



ENFORCING CONTRACTS (EC)

	Summary	Reforms/ Data Correction	Sub-index/ Question impacted	Probab ility of Accept ance	Remarks
28	The Supreme Court of the Philippines en banc raised the jurisdictional values for filing of small claims before the MeTC (local first instance court in Quezon City), from Php300K to Php400K, beginning 01 April 2019. This increase in jurisdictional value resulted in the simplification of resolving commercial disputes via small claims cases, such as those solely for payment or reimbursement or sum of money, coupled with relaxed rules of civil procedure and evidence.	Reform	Time	HIGH	The time required to enforce a contract should be reduced from a total of 962 days to 274 days, broken down as follows: (1) Filing and service – from 58 to 41 days; (2) Trial and Judgement – from 700 to 29 days. Given that there was no data on enforcement due to lockdown protocols, enforcement is retained at 204 days.
29	This increase in jurisdictional value for the MeTCs resulted in not only the simplification of enforcing contracts through small claims procedures, prohibition of lawyers and use of standard forms, but also in the reduction of associated costs, as follows: (1) removal of average attorney's fees of 20%, in toto, and (2) reduction of 6% court costs to no higher than 2%.	Reform	Cost	MED	The cost required to enforce a contract through the courts (% of claim value) should be reduced from 31% to 7%, broken down as follows: (1) Removal of 20% Attorney fees - Zero; (2) Reduction of Court fees from 6% to 2%; and (3) no change in Enforcement fees.
30	Commencing on 11 April 2019, the public can already access and search judgments of the Supreme Court and Court of Appeals at http://elibrary.judiciary.gov.ph/ and http://services.ca.judiciary.gov.ph/casestatusinquiry-war/faces/jsp/view/CaseStatusMain.jsp , respectively, free of charge. Judgments of the Honorable Courts may be accessed, including on commercial cases, through the use of keywords on the search portal of the respective websites.	Reform	Court Automation: Are judgments rendered in commercial cases at the appellate and Supreme Court level made available to the general public through publication in official gazettes, in newspaper or on the internet or court website?	MED	The response should change from NO to YES in order to reflect that judgments rendered in commercial cases at the appellate and supreme court level are available to the public. However, the CA website is not that extensive since decisions have not all been digitized, to date.
31	Effective 01 April 2019, the applicable rules of procedure for enforcing cases before the MeTC are the 2016 Revised Rules of Procedure for Small Claims Cases. Section 21 of the 2016 Revised Rules clearly provide that "A request for postponement of a hearing may be granted only upon proof of the physical inability of the party to appear before the court on the scheduled date and time. A party may avail of only one (1) postponement."	Reform	Case Management: 2.a. Does the law regulate the maximum number of adjournments that can be granted?	MED	The response should change from NO to YES in order to reflect that the law regulates a maximum number of adjournments can be granted.
32	Coupled with the applicable rules of procedure (Small Claims Cases), information provided by QC Metropolitan Trial Court (Annex D) on disposition of small claims cases, show that the time standards for key court events are respected in more than 50% of the cases.	Reform	Case Management: 2.c. If rules on adjournments exist, are they respected in more than 50% of cases?	MED	The response should change from NO to YES in order to reflect that the rules on adjournments are respected in more than 50% of small claims cases.
33	In order for the Supreme Court to ensure that all cases falling under the jurisdiction of the MeTC, MTC, MCTC are resolved in an expeditious manner, the Court resolved to adopt the Rule on Summary Procedure. All parties in cases falling under such rule, are prohibited to file dilatory motions or such other pleadings that would delay the resolution of cases. Similarly, small claims cases are governed by the stringent Revised Rules of Procedure for Small Claims Cases, as amended. This is further enhanced by the Supreme Court's promulgation of the Revised Rules on Evidence and the Revised Rules of Civil Procedure.	Reform	Case Management Index, the question: 1.c. Are these time standards respected in more than 50% of cases?	MED	The response should change from NO to YES to reflect that courts are strict in implementing and observing the time standards for key court events and that it is respected in more than 50% of the cases.
34	Performance measurement reports, such as the Judiciary Annual Report, are regularly published by the Supreme Court. It provides a clear snapshot of the court system's "impartial and timely adjudication of cases and the efficient administration of justice", which includes but is not limited to: clearance rate reports, age of pending case report, disposition rate, single case progress reports, amongst others. It may readily be accessed from the Supreme Court's website, under the Media Releases tab, and Annual Reports sub-tab, the earliest available of which is the 2005 Annual Report.	Reform	Case Management: 3. Can two of the following four reports be generated about the competent court: (i) time to disposition report; (ii) clearance rate report; (iii) age of pending cases report; and (iv) single case progress report?	MED	The response should change from NO to YES in order to reflect that there are publicly available performance measurement reports to monitor the court's performance.



ARTA sets eyes on the prize, aims for top 20 percentile by end of Duterte Administration


The EODB Forum highlighted the current reform initiatives of government agencies in improving their services to the public, whilst contributing to the country's improved ranking.

Since climbing the 95th spot on the 2020 Ease of Doing (EODB) Survey, the Anti-Red Tape Authority (ARTA) is targeting the top 20 percentile for the Philippines by the end of the Duterte Administration.

During the Ease of Doing Business forum, Director General Jeremiah Belgica shared his optimism as ARTA takes full responsibility of the Doing Business reforms which was previously handled by the Department of Trade and Industry.

In the World Bank 2020 Doing Business Report, the Philippines ranked 95th out of 190 economies, an improvement of 29 notches from the country's 124th rank during the 2019 survey. The improvement was due to the reforms on the Starting a Business, Dealing with Construction Permits, Getting Credit, and Protecting Minority Investors indicators.

To further improve its current standing, ARTA is focusing on reforms on the Starting a Business indicator through the development of National Business One Stop Shop and Program NEHEMIA (National Effort on the Harmonization of Efficient Measures of Interrelated Agencies), both of which focus on reducing regulatory burden to the people by improving the agencies' systems and processes.



"We accept this challenge of creating meaningful and long-lasting reforms that would affect not only our rankings, but also improve the lives of Filipinos", the ARTA chief said.

Inaugural meeting

Convening the EODB-ART Advisory Council

With the appointment of ARTA Director General Jeremiah Belgica, the Ease of Doing Business and Anti-Red Tape Advisory Council was established. The council is composed of the Secretary of the DTI as Chairperson, the Director General of the Authority as Vice-Chairperson, the Secretaries of the DICT, DILG and Department of Finance (DOF), and two (2) representatives from the private sector as members. We have conducted five (5) meetings so far with the last two meetings done through Zoom due to the pandemic.

August 8, 2019
October 10, 2019
February 3, 2020
May 5, 2020
June 11, 2020

The Council shall be the policy and advisory body to the ARTA and shall formulate policies and programs that will continuously enhance and improve the country's competitiveness and ease of doing business.

EODB-ARTA 5th Council Meeting

EODB-ART Advisory Council

Central Business Portal

ARTA signs MOA with DICT for the creation of NBOSS and attends launch of Central Business Portal

"The Anti-Red Tape Authority (ARTA) and the Department of Information and Communications Technology (DICT) signs a Memorandum of Agreement (MOA) for the creation of a National Business One Stop Shop (NBOSS) this morning at the DICT Central Office.

The MOA was signed by ARTA Director General Jeremiah Belgica and DICT Secretary Gregorio Honasan II, alongside ARTA Deputy Director General Ernesto Perez and DICT Director Ms. Aida Yuvienco.

The NBOSS would be the co-location and integration or linkage of the application processes for registering businesses. Further, DICT describes it as the physical center where applicants can register their business and avail of the services of the Central Business Portal (CBP).

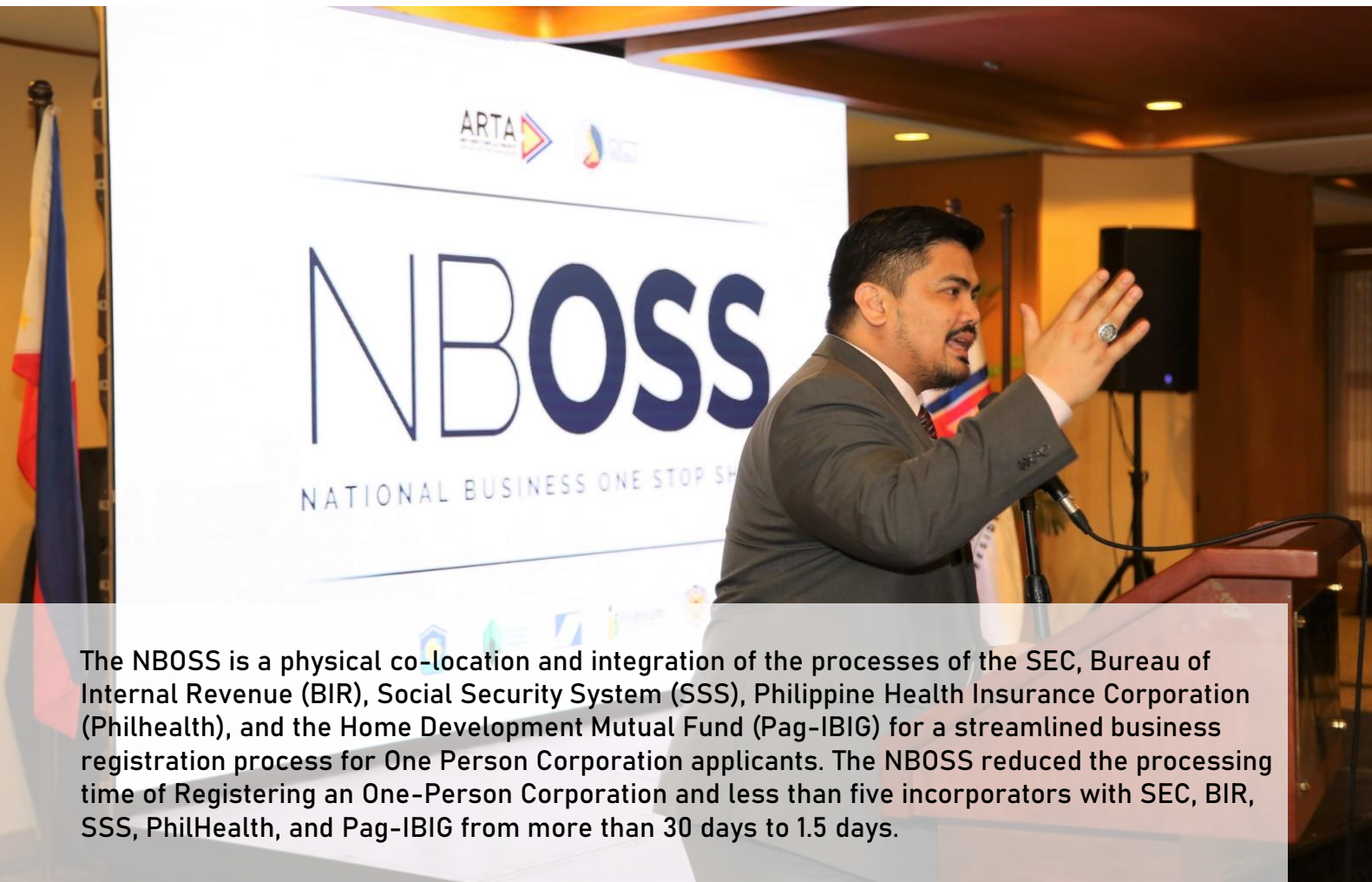
Prior to the signing, the DICT also launched said CBP, an online system that will expedite the process for business registration in compliance with R.A. 11032, or the Ease of Doing Business and Efficient Government Service Delivery Act of 2018. Section 13 of R.A. 11032 indicates DICT as the agency primarily responsible in establishing, operating, and maintaining a CBP. Furthermore, it states that "the CBP shall serve as a central system to receive applications and capture application data involving business-related transactions".

Aimed to eliminate bureaucratic red tape and to close down rooms for corrupt graft practices, the system provides the transition from manual to software enabled business-related transactions. DICT asserts that with the CBP, registering a business will be easier, faster, and hassle free – true to one of the visions of R.A. 11032 and of ARTA.

Together with DICT, ARTA looks forward to perfecting our systems to provide better services and to establish the Filipinos' trust in a digital government.

National Business One-Stop Shop

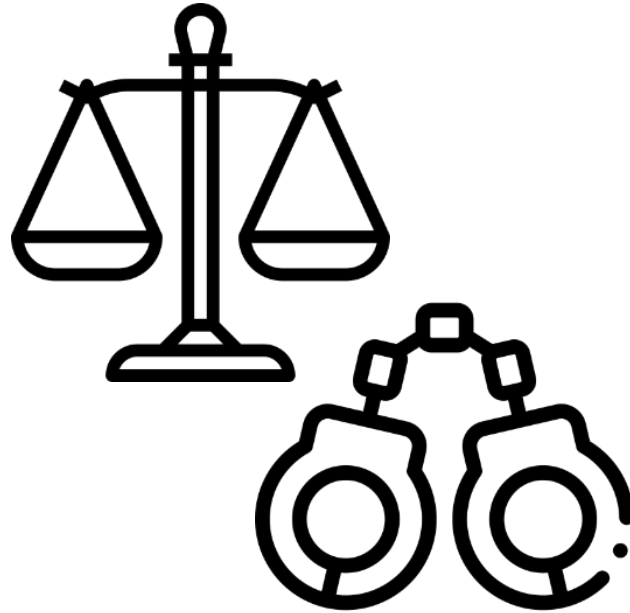
On February 28, ARTA, with DICT and the agencies relevant to starting a business, launched the National Business One-Stop Shop or NBOSS where NGAs and LGUs to co-locate, unify, automate the services of social agencies in accepting business applications in PICC and promote e-payment.



The NBOSS is a physical co-location and integration of the processes of the SEC, Bureau of Internal Revenue (BIR), Social Security System (SSS), Philippine Health Insurance Corporation (Philhealth), and the Home Development Mutual Fund (Pag-IBIG) for a streamlined business registration process for One Person Corporation applicants. The NBOSS reduced the processing time of Registering an One-Person Corporation and less than five incorporators with SEC, BIR, SSS, PhilHealth, and Pag-IBIG from more than 30 days to 1.5 days.

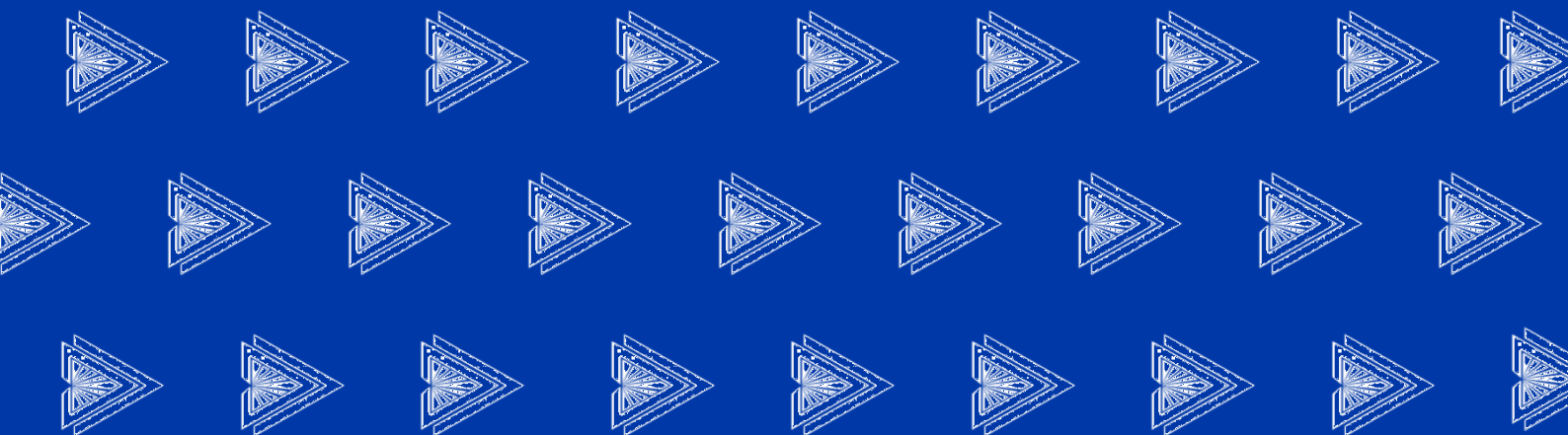
The NBOSS is an initiative of ARTA, in collaboration with DICT and the abovementioned national government agencies, to improve the Philippines' score in the Starting a Business indicator for the World Bank's Doing Business Report. This is pursuant to Rule XI Section 4 (a) and (b) of R.A. 11032's Implementing Rules and Regulations (IRR), which mandate ARTA to implement and oversee a national policy on anti-red tape and ease of doing business; and to implement various ease of doing business reform initiatives aimed at improving the ranking of the Philippines.





Complaints Handling

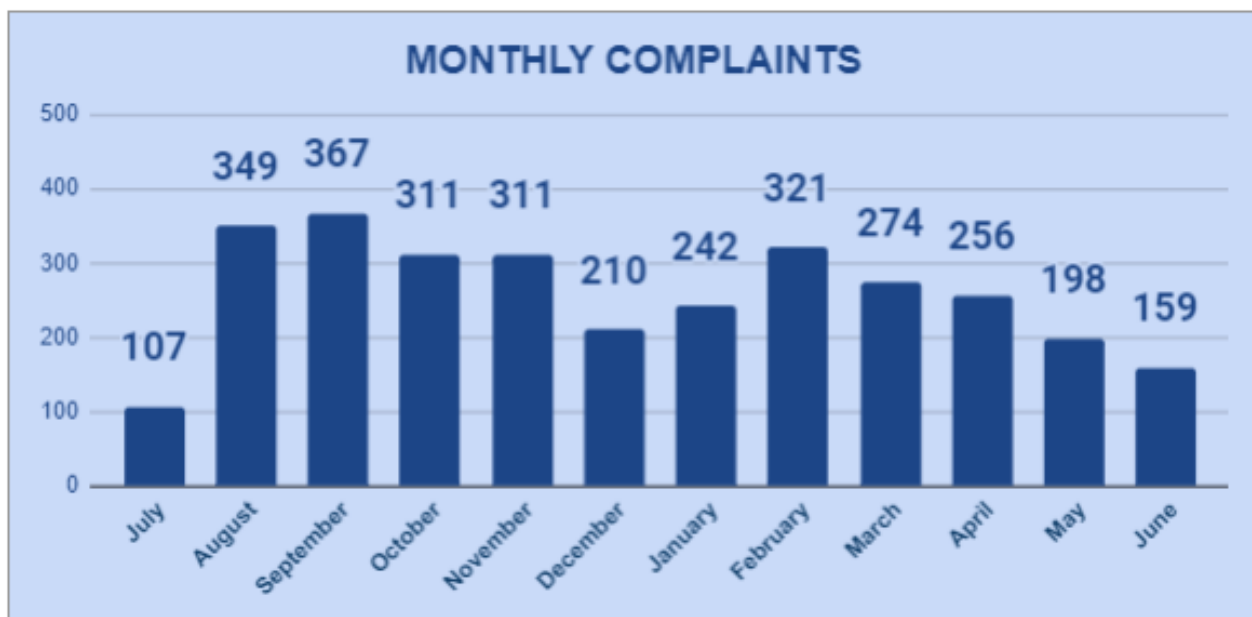
(6000+ Automatic Approvals and 7 cases filed)



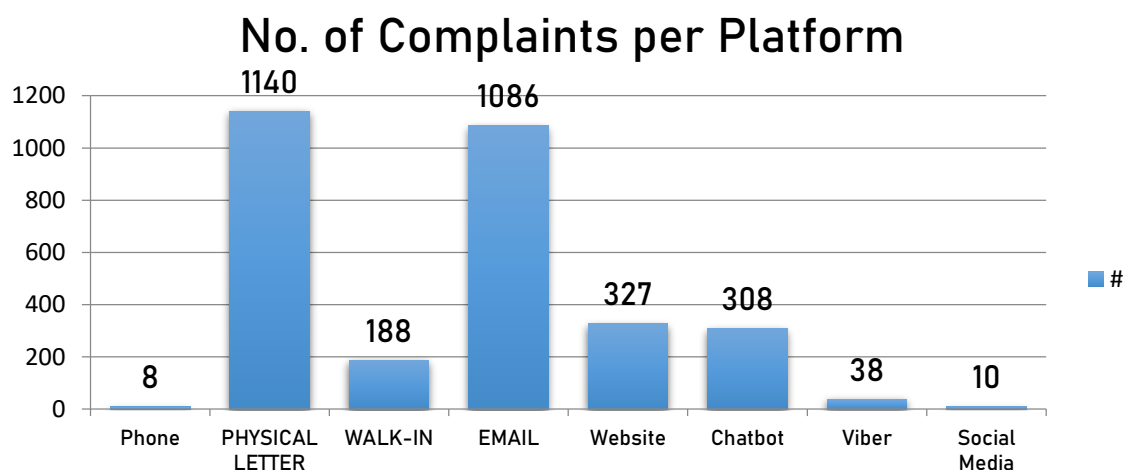
ARTA Legal Public Assistance Office

ARTA is mandated to initiate investigation, or file cases for violations of R.A. 11032 and assist complainants in filing necessary cases with the CSC, the Ombudsman and other appropriate courts, as the case may be. ARTA received its first official complaint on July 3, 2018 thru a telephone call regarding an alleged slow processing of the Food and Drug Administration (FDA) on application for Certificate of Product Registration. More than two years later, as of July 6, 2019, the Anti-Red Tape Authority received a total of 3,348 complaints.

NUMBER OF COMPLAINTS

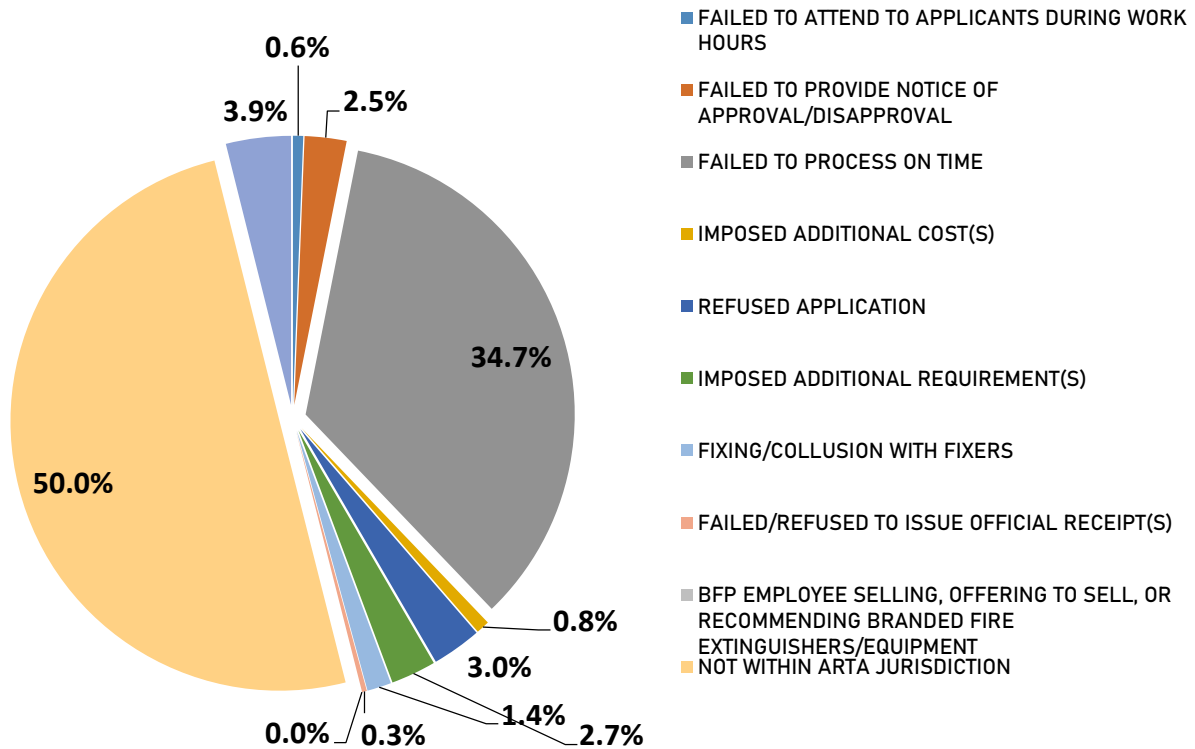


COMPLAINT PLATFORM



Statistics

COMPLAINT REASONS



To get a more accurate perspective on ARTA-related complaints, we categorized the complaints received by the Authority into the eleven (11) categories.

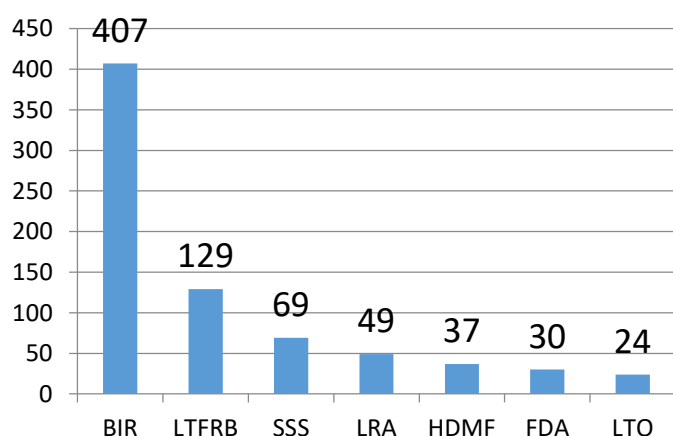
Statistics

MOST COMPLAINED AGENCIES

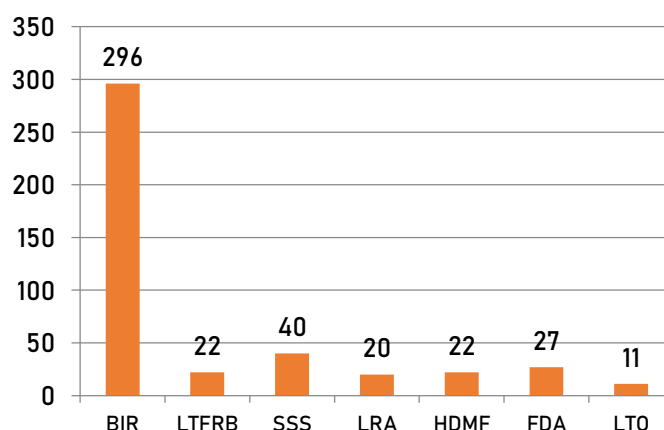
RANK	Agency	Complaints
1	Bureau of Internal Revenue	710
2	Local Government Unit	393
3	Land Transportation Franchising and Regulatory Board	154
4	Social Security System	115
5	Department of Labor and Employment	114
6	Department of Social Welfare and Development	77
7	Land Registration Authority	71
8	Department of Environment and Natural Resources	71
9	Home Development Mutual Fund (PAG-IBIG)	61
10	Food and Drug Administration	61

The Anti-Red Tape Authority conducted Regulatory Management Trainings and several meetings with these agencies to help them in their challenges. The effect was reduced complaints and faster processing time. Below data shows some of these agencies significantly reduced their number of complaints in the early part of 2020 compared to the latter half of 2019. The table below shows a comparison sampling some of these most complained agencies:

July - December 2019



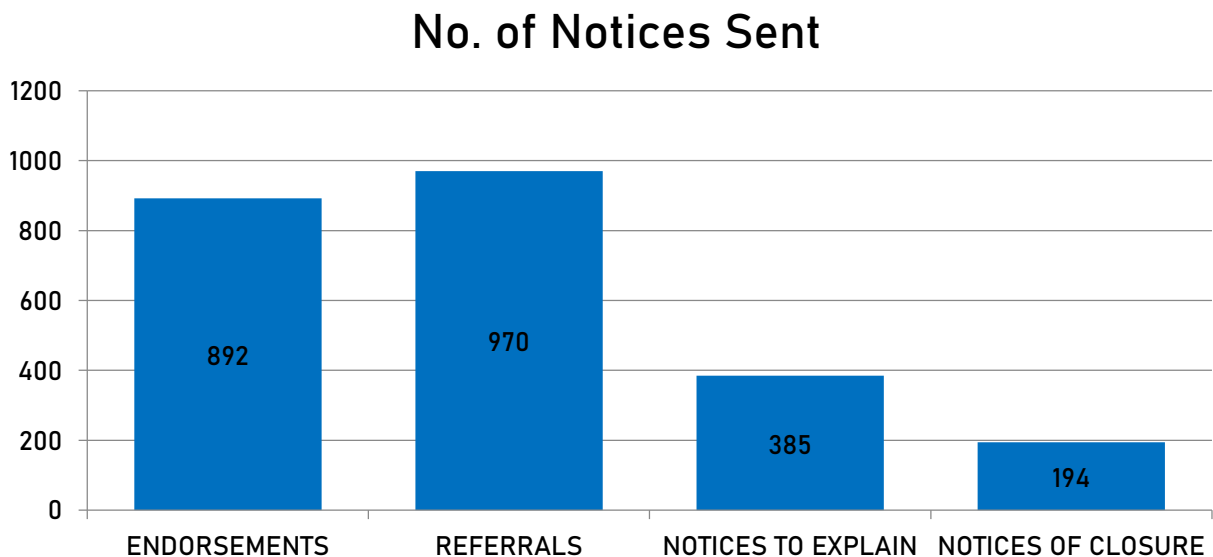
January - June 2020



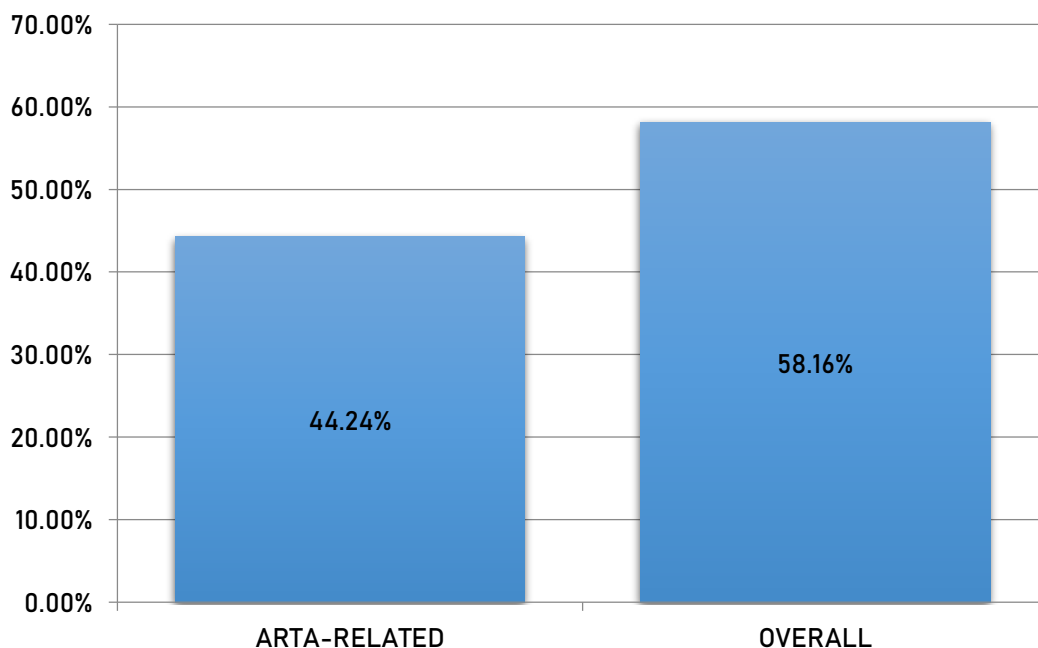
Resolution Rate

The Authority acted upon the complaints through sending of notices such as Endorsement and Referral letters, and Notices to Explain and/or Closure. The table and graph below shows the number of notices sent by the Authority during the period of July 2019 up to June 2020.

NOTICES SENT

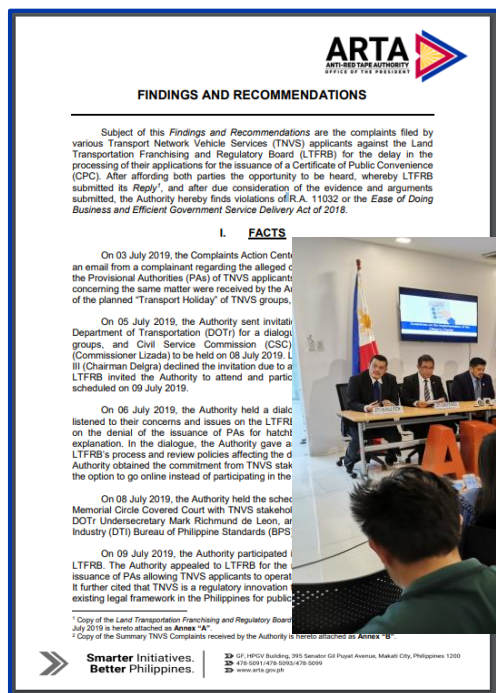


ARTA-RELATED VS OVERALL

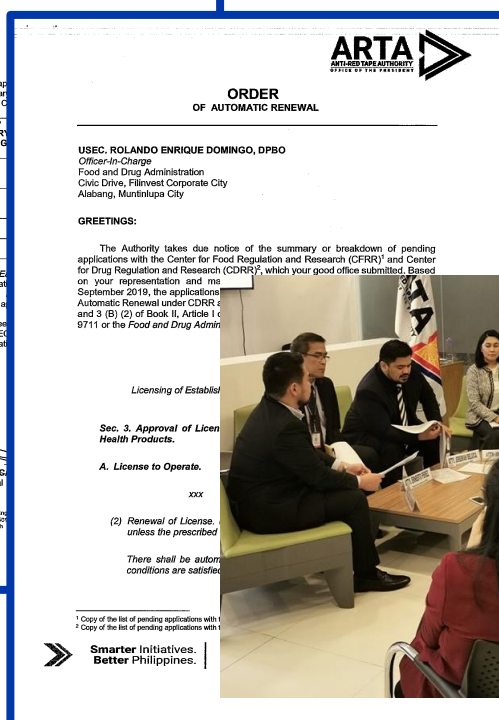
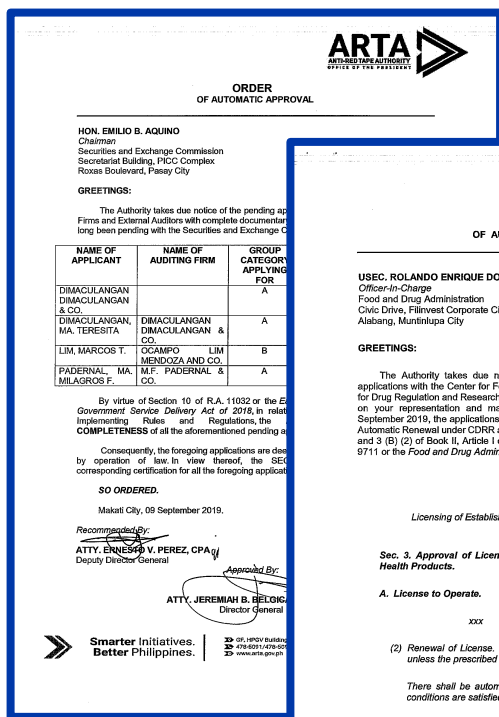


Automatic Approval

Authority shall issue a declaration of completeness Upon complaint and due investigation and verification



LTFRB Order of Automatic Approval AUGUST 13, 2019



FDA and SEC Order of Automatic Approval and Renewal SEPTEMBER 4, 2019



Filing of Cases

Cases filed by ARTA

RESPONDENT:	DESIGNATION:	NATURE OF THE COMPLAINT/VIOLATION OF RA 11032	AGENCY/LOCAL GOVERNMENT UNIT:	DATE FILED:	WHERE FILED:
Soleta Taleon	Cashier	Sec. 21 (f): Failure to attend to applicants or requesting parties who are within the premises of the office or agency concerned prior to the end of official working hours and dicing lunch break	Registry of Deeds - Davao City	18 September 2019	Civil Service Commission
Joel De Jesus Bolano	Division Head, Technical	Sec. 21 (a), (b), (e), (h): (a) Refusal to accept application or request with complete requirements being submitted by an applicant or requesting party without due cause; (b) Imposition of additional requirements other than those listed in the Citizen's Charter; (e) Failure to render government services within the prescribed processing time on any application or request without due cause; (h) Fixing and/or collusion with fixers in consideration of economic and/or other gain or advantage.	Land Transportation and Franchising Regulatory Board	18 September 2019	Civil Service Commission
Atty. Samuel A. M. Jardin	Division Head, Legal				
Benita E. De Guzman	Division Head, Finance				
Atty. Hanniyah Sevilla	Acting Register of Deeds	Sec. 21 (f) in relation to Sec. 8 (Accountability of Heads of Agency)	Registry of Deeds - Davao City	19 September 2019	Office of the President
Hon. Lester De Sagun	Municipal Mayor	Failure to act on application for PAMB clearance violating the Local Government Code under Section 60 paragraphs (c) and (e) and the R.A. 11032 under Section 21 paragraphs (a) and (e) (a) Refusal to accept application or request with complete requirements being submitted by an applicant or requesting party without due cause; (e) Failure to render government services within the prescribed processing time on any application or request without due cause;	Municipality of San Nicolas Batangas	07 October 2019	Office of the Ombudsman

Filing of Cases

Cases filed by ARTA

RESPONDENT:	DESIGNATION:	NATURE OF THE COMPLAINT/VIOLATION OF RA 11032	AGENCY/LOCAL GOVERNMENT UNIT:	DATE FILED:	WHERE FILED:
Atty. Antonietta C. Lamar	For Docket	Failure to render government service within the prescribed processing time	Register of Deeds - San Pablo Laguna	07 October 2019	Office of the Ombudsman
Hon. Edgar Tallado	Provincial Governor	<u>Sec. 21 (d) and (e):</u> (d) Failure to give the applicant or requesting party a written notice on the disapproval of an application or request; (e) Failure to render government services within the prescribed processing time on any application or request without due cause;	Camarines Norte	17 October 2019	Office of the Ombudsman
Edward Buncab	Staff - Record and Releasing of Local Building Office of Taguig City	<u>Sec. (h):</u> Fixing and/or collusion with fixers in consideration of economic and/or other gain or advantage."	Office of the Building Official, Taguig City	19 November 2019	Regional Trial Court - Taguig City
Emma Robianes	Receiving Clerk of Local Office of Taguig City	Note: Joint-Entrapment Operation with PACC conducted leading to the apprehension of said officials			

ARTA List of Issuances

ARTA was able to release 14 issuances from July 2019 to July 2020. Most issuances were done to guide government agencies in streamlining their services.

Date	Issuance	Short Title
17 July 2019	Joint Memorandum Circular No. 001, s. 2019	The Implementing Rules and Regulations of Republic Act No. 11032, otherwise known as "Ease of Doing Business and Efficient Government Service Delivery Act of 2018"
13 August 2019	Memorandum Circular No. 002, s. 2019	Guidelines on the Implementation of the Citizen's Charter in Compliance with Republic Act No. 11032, otherwise known as "Ease of Doing Business and Efficient Government Service Delivery Act of 2018" and its Implementing Rules and Regulations
26 November 2019	Memorandum Circular No. 003, s. 2019	Submission of List of All Pending Government Contracts to the Anti-Red Tape Authority on or before 9 December 2019 in line with President Rodrigo Roa Duterte's Directive to Act Upon All Pending Government Contracts by 15 December 2019
2 December 2019	Memorandum Circular No. 002-A, s. 2019	Supplemental Guidelines on ARTA Memorandum Circular No. 2019-002, s. 2019
8 January 2020	Memorandum Circular No. 01, s.2020	Requiring Risk-Profiling and Removing Locational Clearance as A Requirement for Initial Application/Renewal of Business Permit of Commercial Establishments Located in Shopping Malls and Central Business Districts
14 February 2020	Memorandum Circular No. 02, s.2020	Issuance of Order of Automatic Approval or Automatic Extension for Pending Transactions Beyond the Prescribed Processing Time of 3-7-20 Working Days
19 February 2020	Memorandum Circular No. 02-A, s.2020	Amendment to Memorandum Circular No. 2020-02
20 March 2020	Memorandum Circular No. 03, s.2020	Extension of Deadline of Submission of the Citizen's Charter and Suspension of Processing Times in the Delivery of Government Services in Luzon Area in Light of the Imposition of the Enhanced Community Quarantine
25 March 2020	Advisory No. 1, s. 2020	Advisory for the Adoption of Fast-Track Measures During the COVID-19 State of Calamity
2 April 2020	Joint Memorandum Circular No. 1 with BOC and FDA	Creation of Bayanihan One Stop Shop for Securing License to Operate to Import COVID19 Critical Commodities for Commercial Distribution
15 April 2020	Advisory No. 2, s.2020	Red-Tape Reduction Measures in the Creation of One-Stop Shops
8 June 2020	Memorandum Circular No. 04, s.2020	Guidelines for Compliance to Administrative Order No. 23, s. 2020 entitled "Eliminating Overregulation to Promote Efficiency of Government Processes"
11 June 2020	Memorandum Circular No. 03-A, s.2020	Amendment to Memorandum Circular No. 2020-03
15 June 2020	Memorandum Circular No. 05	2020 Rules of Procedure for Complaints Handling and Resolution

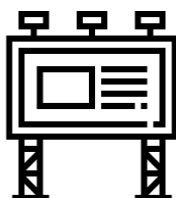


Compliance to R.A. 11032



Citizen's Charter Guidelines

On 13 August 2019, ARTA published the Memorandum Circular No. 2019-002, or the Guidelines on the Implementation of the Citizen's Charter in Compliance with R.A. 11032. The guidelines were a product of a consultative meeting with oversight agencies (CSC, Office of the Ombudsman, AO 25 Secretariat, GCG, DBM, DILG, DTI, DENR, Office of the Solicitor General, and WB-IFC) held on 1 August 2019 and a pre-working session last 6 May 2019.



MEMORANDUM CIRCULAR NO. 2019 – 002 Series of 2019

August 13, 2019

TO: ALL HEADS OF GOVERNMENT OFFICES AND AGENCIES INCLUDING LOCAL GOVERNMENT UNITS (LGUS), GOVERNMENT-OWNED OR -CONTROLLED CORPORATIONS (GOCCS), AND OTHER GOVERNMENT INSTRUMENTALITIES

SUBJECT: GUIDELINES ON THE IMPLEMENTATION OF THE CITIZEN'S CHARTER IN COMPLIANCE WITH REPUBLIC ACT 11032, OTHERWISE KNOWN AS THE "EASE OF DOING BUSINESS AND EFFICIENT GOVERNMENT SERVICE DELIVERY ACT OF 2018," AND ITS IMPLEMENTING RULES AND REGULATIONS (IRR)

1. BACKGROUND

- 1.1. In response to the President's urgent order in his last 2019 State of the Nation Address when he reiterated his "directive to the government and instrumentalities, including the LGUs and government corporations: simplify," the Anti-Red Tape Authority is fast-tracking projects and programs to streamline and improve government service delivery.



National Roll-out of the Citizen's Charter Guidelines

To ensure that the ARTA issuances are widely disseminated to all government agencies and to further solidify the ARTA presence throughout the country, the Authority conducted a series of training/workshops entitled “Capacitating Government Instrumentalities on the Citizen’s Charter” attended by different government agencies from Luzon, Visayas and Mindanao.

CLUSTER	# OF AGENCIES PARTICIPATED	DATE CONDUCTED
Luzon Cluster (3 Batches)	99 Agencies	October 22 – 24, 2019
Visayas Cluster (2 Batches)	48 Agencies	November 11-12, 2019
Mindanao Cluster (2 Batches)	50 Agencies	November 12-13, 2019
GOCC/SUC Cluster (3 Batches)	75 Agencies	March 10-12, 2020
TOTAL:	272 Agencies	



Citizen's Charter Guidelines Roll-out

As part of ARTA's mandate to monitor the compliance of agencies to R.A. 11032, DG Jeremiah Belgica conducted surprise visits in January in time for the business application and renewal season. ARTA also conducted surprise visits to other agencies such as the Registry of Deeds and BIR.

January 6: Manila City
January 9: Quezon City
January 17: Pasig City
January 23: Makati City



**Monitoring
Efforts**

ARTA REMINDS LGUS TO ADOPT EASE OF DOING BUSINESS MEASURES

The Anti-Red Tape Authority (ARTA) calls on all local government units totake steps to ensure efficient and speedy processing of business registrations and renewals. January to March is often heavy periods for business registration renewals across the country.

ARTA, created by Republic Act No. 11032 under the Office of the President, is the lead agency in improving the ease of doing business of regulatory mechanisms across the country.

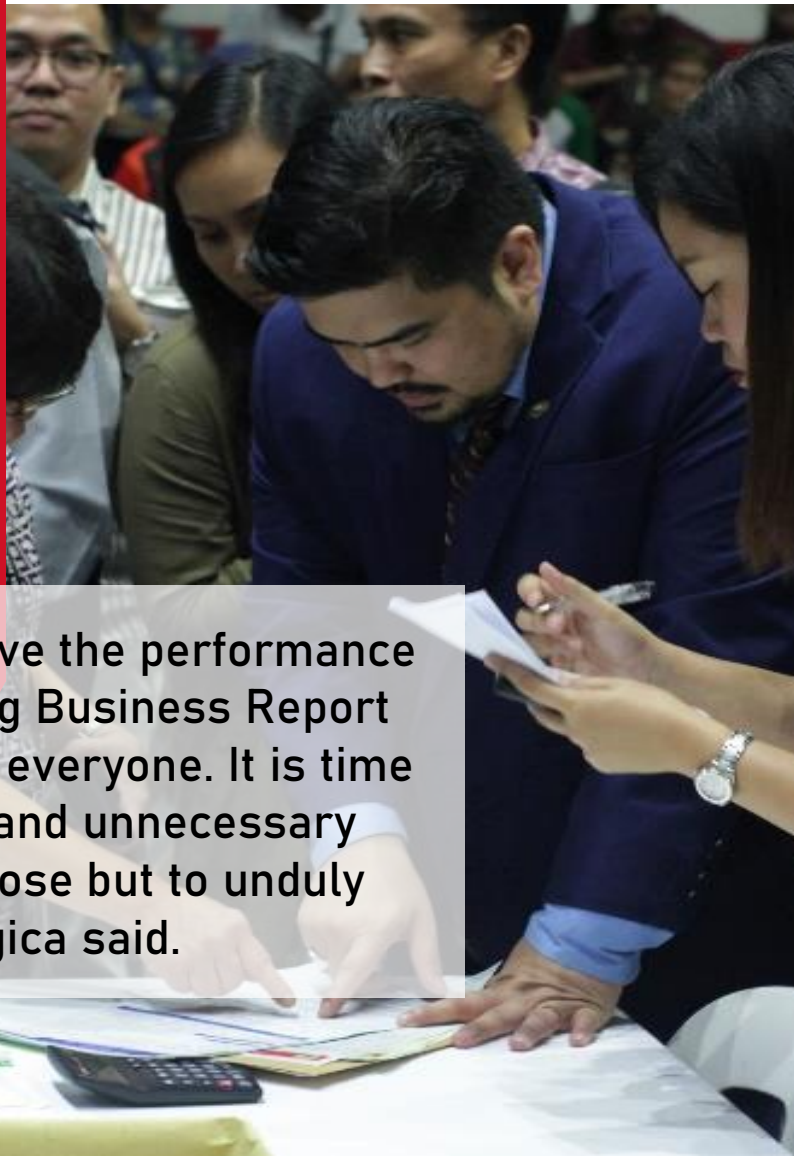
Last Friday, ARTA met with high-level representatives from the top malls of the country and other stakeholders to discuss their experiences in business processing and to hear the needs that can be addressed by ARTA.

ARTA Director General Jeremiah B. Belgica said that “there are still some LGUs that have redundant requirements that need to be updated or repealed. For example, a Locational Clearance is a requirement to make sure that the business is a match with the zoning of the area. Pero pag inisip niyo, kung ako ay nag-aaply para magtayo ng negosyo sa mall, bakit ko pa kelangan ng Locational Clearance? Hinde pa ba klarong klaro na commercial yung zone kasi nga naman mall ito? ”

He also added that there is a need to speed up the processes regarding Occupational Clearances, Fire Safety Inspection Certificates, among others saying, “Alam niyo po, sa Starting a Business Indicator ng 2020 World Bank Doing Business Report, the Philippines is 171th out of 190 countries. Kailangan nating ayusin at pabilisin ang sistema ng processing. Sa pamamagitan ng pagsunod sa probisyon ng RA11032 at ng mga guidelines and circulars issued by ARTA and DILG, DTI, and DICT ay mayroon ng paraan para mapabilis ito. Thru the implementation of the law and these regulations and guidelines we would be able compete with global economies especially within our ASEAN community .”

On Monday, ARTA is scheduled to meet with representatives from the Department of Interior and Local Government (DILG) and the National Association of Business Permits and Licensing Offices (NABPLO) to further discuss the matter.

“This year we are working to improve the performance of the country not only in the Doing Business Report but also in ways that will be felt by everyone. It is time to remove outdated, redundant, and unnecessary requirements that serve no purpose but to unduly burden the people.” Belgica said.



Reform of Priority Agencies

In line with the 2019 State of the Nation Address of the President, wherein the following agencies were mentioned as the most complained agencies, CMEO were tasked to coordinate with these agencies and monitor their initiatives and accomplishments to improve their service delivery and address the complaints received. In no particular order, these agencies are the Land Transportation Office (LTO), Social Security System (SSS), Bureau of Internal Revenue (BIR); Land Registration Authority (LRA); and Home Development Mutual Fund (Pag-IBIG). Additional two priority agencies were added, namely the Food and Drug Administration and the Land Transportation Franchising and Regulatory Board (LTFRB).

The Authority had a series of coordination with the seven agencies to discuss the problems and proposed reforms to address the problems they have cited. Below is the timeline of coordination with the agencies:

Date of Meeting	Activity /Agenda
July 9 and 12, 2019; June 16, 2020	Meeting with LTFRB
August 9, 2019	1 st Meeting with 5 Priority Agencies: LRA, BIR, LTO, Pag-IBIG, and SSS
September 20, 24, 27 2019	Coordination Meetings with the Land Registration Authority and the Land Registration Systems Inc.
September 30, 2019	2 nd Meeting with SSS, LTO, BIR, and Pag-IBIG
September 2 and 5, 2019; November 26 and 29, 2019; December 17 and 23, 2019; January 22, 2019; February 7, 2019, and June 9, 2020	Coordination Meetings with the Food and Drug Administration
June 2, 2020	Meeting with BIR and LRA
June 4, 2020	Meeting with LTO
June 24, 2020	Meeting with PAG-IBIG and SSS



The ARTA Package

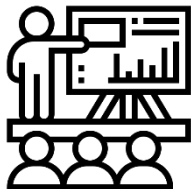
The Anti-Red Tape Authority (ARTA) Package is a bundle of programs that will help the government agency be compliant to the provisions of R.A. 11032.

The ARTA Package may be availed by signing a Memorandum of Agreement (MoA) between ARTA and the availing government agency. The head of agencies shall be the signatories as a mark of commitment to deliver the highest quality of government service to the Filipino people.

It contains the following:



Anti-Red
Tape Unit



Capacity
Building



Business One-
Stop Shop



Regulatory
Reform



Local Board of
Assessment
Appeals (LBAA)



Prescribed
Processing Time

Administrative Order 23

The Anti-Red Tape Authority (ARTA) expresses our utmost gratitude to President Roa Rodrigo Duterte for signing Administrative Order (AO) 23: "ELIMINATING OVERREGULATION TO PROMOTE EFFICIENCY OF GOVERNMENT PROCESS".

This Administrative Order directs all government agencies covered by R.A. 11032 to eliminate overregulation within sixty (60) working days from its effectivity by submitting a compliance report to ARTA. ARTA shall then monitor and review the compliance of the covered agencies and report the findings and recommendations to the Office of the President.

In response, ARTA releases ARTA Memorandum Circular No. 2020-04

This memorandum will serve as guidelines for government agencies to comply with A.O. 23



MEMORANDUM CIRCULAR NO. 2020- 04 Series of 2020

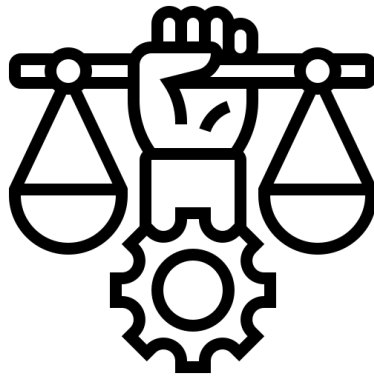
TO: ALL HEADS OF GOVERNMENT OFFICES AND AGENCIES INCLUDING LOCAL GOVERNMENT UNITS (LGUS), GOVERNMENT-OWNED OR -CONTROLLED CORPORATIONS (GOCCS), AND OTHER GOVERNMENT INSTRUMENTALITIES

SUBJECT: GUIDELINES FOR COMPLIANCE TO ADMINISTRATIVE ORDER NO. 23, s. 2020 ENTITLED "ELIMINATING OVERREGULATION TO PROMOTE EFFICIENCY OF GOVERNMENT PROCESSES"

DATE: 08 JUNE 2020

1. BACKGROUND AND LEGAL BASIS

- 1.1. Pursuant to Administrative Order (AO) No. 23 entitled "Eliminating Overregulation to Promote Efficiency of Government Processes" effective on 21 February 2020, all national government agencies covered by Section 3 of Republic Act (RA) No. 9485, as amended, are directed to hasten the reform of their processes in order to eliminate overregulation."
- 1.2. On Section 2 of AO 23, the Anti-Red Tape Authority (ARTA), pursuant to its mandates under RA No. 9485, as amended, in coordination with the Anti-Red Tape Unit established per respective agency, shall monitor and ensure compliance with the aforesaid directive to eliminate overregulation.
- 1.3. Republic Act No. 11032 or the "Ease of Doing Business and Efficient Government Service Delivery Act of 2018", amending Republic Act No. 9485 or the "Anti-Red Tape Act of 2007", was enacted on 28 May 2018 and effectively created the Anti-Red Tape Authority (ARTA). The Implementing Rules and Regulations (IRR) of RA No. 11032 was subsequently promulgated on 4 August 2019.



Regulatory Management System



Regulatory Impact Assessment

Pursuant to Section 17(H) of RA11032, the Anti-Red Tape Authority (ARTA) through the Regulatory Management and Training Division (RMTD) entered into an agreement with the Development Academy of the Philippines (DAP) to deliver regulatory management training programs and capacity building initiatives for the identified priority agencies of the Authority. The User's Training on Basic Regulatory Impact Assessment was conducted from the period of May – September 2019 and was able to capacitate 223 participants from 44 National Government Agencies. The training enabled participants to assess and develop regulations, determine their roles and responsibilities as regulating entities, and identify the steps and processes in the conduct of a Regulatory Impact Assessment.



MONTH	PARTICIPATING AGENCIES
JUNE	<ul style="list-style-type: none"> Philippine Ports Authority Department of Trade and Industry Department of Budget and Management National Economic & Development Authority Philippine Statistics Authority Securities and Exchange Commission
JULY	<ul style="list-style-type: none"> Land Registration Authority Department of Agrarian Reform Department of Environment and Natural Resources DENR-Environment Management Bureau Department of Labor and Employment Department of Information and Communications Technology Department of Transportation Department of Public Works and Highways Land Transportation Office Home Development Mutual Fund Philippine Health Insurance Corporation Bureau of Internal Revenue Local Government Unit-Quezon City Department of Interior and Local Government Bureau of Customs Department of Health Department of Foreign Affairs Food and Drug Administration
AUGUST	<ul style="list-style-type: none"> Cooperative Development Authority Bureau of Fire Protection Bureau of Immigration Department of Agriculture Department of National Defense Anti-Red Tape Authority National Privacy Commission Credit Information Corporation Bangko Sentral ng Pilipinas Land Transportation Franchising and Regulatory Board Anti-Red Tape Authority
SEPTEMBER	<ul style="list-style-type: none"> Anti-Red Tape Authority



**Conduct of the Development Partners' Forum
July 24, 2019**

To coordinate the initiatives of its current and other potential development partners, ARTA, with the support of the USAID-RESPOND, organized the ARTA Development Partners' Forum. The forum served as an avenue for the Authority to: (1) present its roadmap and its corresponding priority programs and activities for assistance, and; (2) to coordinate and program existing and potential technical assistance with development partners.



**Signing of Memorandum of
Agreement with UPPAF-RESPOND
December 21, 2019**

Director General Jeremiah Belgica and UPPAF-RESPOND Project Chief of Party Dr. Enrico Basilio signed an MOU between the two organizations for the RESPOND Project. Project RESPOND is an initiative of the United States Agency for International Development which aims to provide assistance to the Philippines in improving its regulatory quality, enhancing competitiveness, and ultimately, contribute to an inclusive growth. Its overall goal is to foster a more open and competitive regulatory environment for greater trade and investment. Through their help, we also inked an MOU with Pasig City.



**Pasig City MOU Signing
February 12, 2020**

ARTA Development Partners

ARTA Development Partners



Signing of MOU with UK-FCO
February 4, 2020

ARTA Director Jeremiah B. Belgica and Her Majesty's Ambassador to the Philippines Daniel Pruce signed a Memorandum of Understanding (MOU) on February 4, 2020 to formalize the technical assistance extended by the UK Foreign and Commonwealth Office (FCO) and Regulatory Delivery International. ARTA and FCO are currently working together on the drafting of the Regulator's Code for the Philippines, develop guidelines and a manual of operations on the re-engineering of government systems and procedures using a whole-of-government approach, conduct of capacity building initiatives of ARTA, and other projects

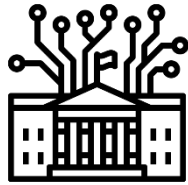
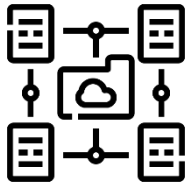
ARTA Gov't Partners



Signing JMC with DILG 2019-01 or the Guidelines on the
Regulatory Reform for LGUs pursuant to RA 11032
December 21, 2019

The Guidelines aim to ensure good regulatory practices in the policymaking process of local government units (LGUs). The Guidelines aim to enjoin LGUs to:

- Review business and nonbusiness-related local ordinances, issuances, and resolutions,
- Improve business-friendliness and competitiveness
- Institutionalize an evidence-based repeal/amendment system ultimately towards a coherent and better regulations; and
- Democratize regulatory reform process through public consultation and participation.



Development of PBRIS and ARTEMIS

The PBRIS is a web-based platform providing real-time access to the regulatory management system and regulations relevant to the public. Initially launched last December 2018, the PBRIS will be undergoing further enhancements to better fulfill its mandate.

The PBRIS 2.0 is also intended to function as a portal which facilitates the submission, notification, review, processing, and publishing of proposed regulations among other key functionalities relevant to the Regulatory Management Process and other features. Executive regulating agencies, ARTA-BRO and other relevant institutions in the rulemaking process will be given access to this portal through the registration of user accounts. Its functional design specifications (FDS) document is being developed in partnership with UPPAF-RESPOND. ARTA targets for the PBRIS to go live by the fourth quarter of 2021.

The Anti-Red Tape Electronic Management Information System (ARTEMIS) is an online platform for Citizen's Charters.

In the spirit of the grand vision of automation, the Authority shall take the initiative to automate the acceptance of submissions from all government agencies such as the Citizen's Charter through an online portal. Said portal shall be tied with an online database that will safekeep all monitoring and evaluation data gathered by the Authority.

This project shall require technical knowledge on designing the system and infrastructure, as well as on capacitating the staff of the Authority on utilizing them. With this, the UPPAF-RESPOND will provide technical assistance in developing the online portal.

Regulatory Reform Initiatives

The ARTA, through the BRO-Sectoral Division, is currently working on the following projects pursuant to Sections 5, 17(f) to (k) of RA 11032 and Administrative Order No. 23, series of 2020

ISSUANCE OF ARTA MEMORANDUM CIRCULAR 2020-04 PRESCRIBING GUIDELINES ON THE ACCOMPLISHMENT AND SUBMISSION OF THE COMPLIANCE REPORT FOR AO NO. 23, SERIES OF 2020

Last June 8, 2020, the ARTA has released the subject guidelines to provide all national government agencies and local government units the pertinent information and instructions in the submission of its Compliance Report as mandated by AO 23, s. 2020.

FORMULATION OF THE GUIDELINES ON THE REGULATORY MANAGEMENT SYSTEM (RMS) AND THE REGULATORY IMPACT ASSESSMENT (RIA) MANUAL

The ARTA, in partnership with the University of the Philippines Public Administration Research and Extension Services Foundation, Inc. – Regulatory Reform Support Program for National Development (UPPAF-RESPOND), is currently drafting the RIA Manual and the guidelines for the institutionalization of the RMS. The RMS shall provide the institutional arrangements, policies, and process on regulatory notification, submission, and conduct of RIA. The RIA Manual shall be the reference document for the agencies in undertaking preliminary and regulatory impact assessments that should be conducted in order to prepare a regulatory impact statement (RIS) on the proposed regulation for submission to ARTA.

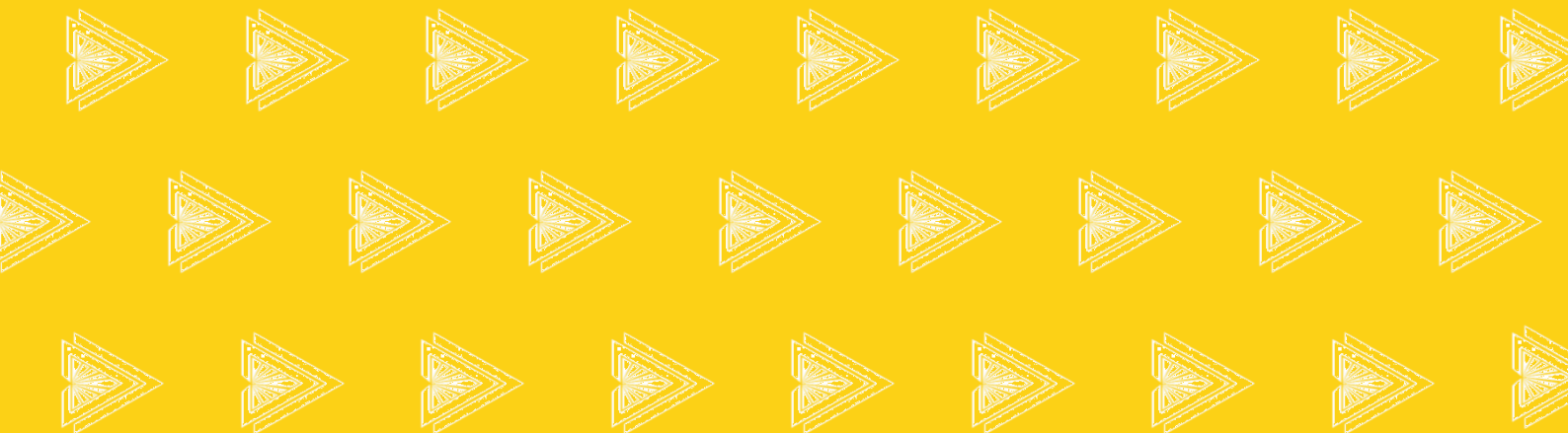
The RIA Manual and the Guidelines for RMS is expected to be finalized and rolled-out by second quarter of 2021.

FORMULATION OF THE REGULATOR'S CODE OF THE PHILIPPINES

The Regulator's Code of the Philippines (RCP) shall be a set of core principles and guidelines that will be similar to and in alignment with both the Association of Southeast Asian Nations (ASEAN) and the Organisation for Economic Co-operation and Development (OECD) Good Regulatory Practices (GRP). It shall serve as a guide document to those covered by Section 3 of R.A. 11032 and its Implementing Rules and Regulations (IRR) on how to promote proportionate, consistent, accountable and targeted regulations through effective dialogue between regulators and those they regulate.



Information Campaign



Media Relations



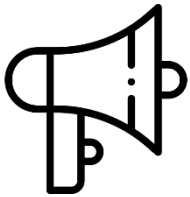
66

Press Releases prepared



496

Media pick-ups

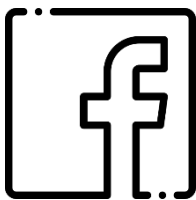


200+

Media contacts
and partners

Social Media

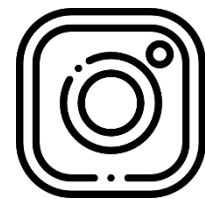
Followers



18,647



355



493

The Public Relations Unit shall dedicate itself as the public relations arm of the Authority. This team is mandated to conduct information dissemination campaigns targeted to the Authority's key stakeholders: the government, the general public, and the business sector.

Online Initiatives



- Asec Jet Marolina
- Mayor Rex Gatchalian
- Mayor Marcy Teodoro
- Mayor Magalong
- Mayor Ponce, Mayor Lani Revilla
- Mayor Vico Sotto
- Mayor Imelda Rubiano
- Mayor Toby Tiangco
- Mayor Olivares
- Mayor Richard Gomez
- Senator Juan Miguel Zubiri
- Mayor Bernard Dy
- Mayor Malaluan, Governor Gadiano
- Derek Ramsay, Governor Contreras
- Governor Dolor
- Arnell Ignacio
- Asec Ramon Cualoping III
- Governor Fernando
- Senator Angara
- Mayor Chavit Singson
- Usec Jonathan Malaya
- Malou Tiquia, Celine Pialago

Online Bayanihan is a tri-weekly Facebook show that discusses various initiatives during the COVID-19 Pandemic. It is hosted by Director General Jeremiah Belgica and Jack Logan, We invite various relevant personalities to share their experience of the pandemic. Some notable guests were Senator Juan Miguel Zubiri, Senator Sonny Angara, Mayor Vico Sotto, and Mayor Rex Gatchalian.



Online Initiatives



DOING BUSINESS WITH EASE IN THE NEW NORMAL

Webinar Series: Episode 7

4PM | JULY 10, 2020

Agency in focus:

Social Security System

Doing Business With Ease Webinar | July 10, 2020

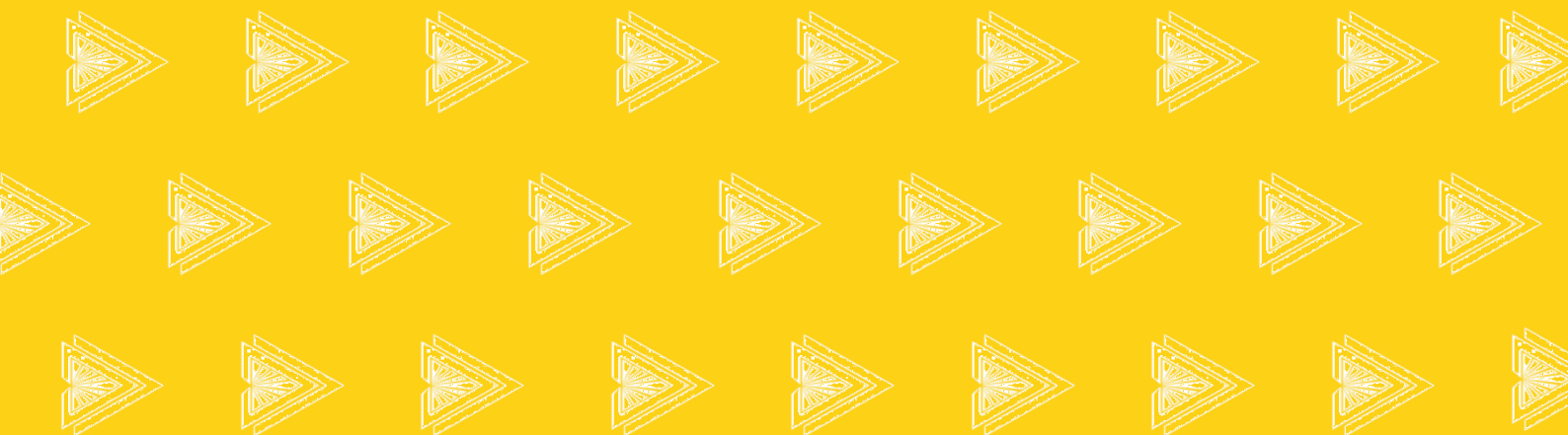
May 21:
Oriental Mindoro
June 13:
Bureau of Internal Revenue
June 26:
Food and Drug
Administration (FDA)
June 30:
Land Transportation Office
(LTO)
July 3:
Pag-IBIG
July 8:
Land Registration Authority
(LRA)
July 10:
Social Security System
(SSS)

The Doing Business with Ease Webinar is an online event where ARTA features relevant government agencies and their initiatives during this pandemic. Most notably, ARTA was able to feature the five most complained agencies from President Duterte's SONA.





ARTA During the COVID-19 Pandemic



ARTA as part of the IATF

On March 30, 2020, the Anti-Red Tape Authority was officially inducted as part of the Inter-Agency Task Force for the Management of Emerging Infectious Diseases. Through this, ARTA was able to help in establishing streamlining efforts and digitization initiatives to fast track government services and minimize physical contact.



REPUBLIC OF THE PHILIPPINES
INTER-AGENCY TASK FORCE
FOR THE MANAGEMENT OF EMERGING INFECTIOUS DISEASES

RESOLUTION NO. 17
Series of 2020
March 30, 2020

**RECOMMENDATIONS RELATIVE TO THE MANAGEMENT
OF THE CORONAVIRUS DISEASE 2019 (COVID-19) SITUATION**

WHEREAS, on 8 March 2020, President Rodrigo Roa Duterte issued Proclamation No. 922, declaring a State of Public Health Emergency throughout the entire Philippines, and prompting a whole-of-government approach in addressing the COVID-19 pandemic;

WHEREAS, on 12 March 2020, the President, upon recommendation by the Inter-Agency Task Force (IATF), raised the Code Alert Level for COVID-19 to Code Red Sublevel Two, and directed the imposition of Stringent Social Distancing Measures in the National Capital Region (NCR) for thirty (30) days;

- H. The IATF TWG is likewise directed to formulate and present a decision tool for the management of land-based or sea-based Overseas Filipino Workers who may be repatriated through the efforts of the national government;
- I. The IATF adopts the recommendation of the Department of Justice (DOJ) for the issuance of a Joint Memorandum Circular governing the handling of confiscated goods covered by the Price Act, and other relevant laws; and
- J. The Anti-Red Tape Authority (ARTA) shall form part of the expanded membership of the IATF.

APPROVED during the 18th Inter-Agency Task Force Meeting, as reflected in the minutes of the meeting, held this 30th of March 2020 *via* video conference.



ARTA Organizational Development

Onboarding

To be able to support the operations and initiatives of ARTA, the Human Resource Development Division (HRDD) is continuously hiring/recruiting additional manpower. The current manpower complement consists of:

16 Co-Term

54 Permanent

4 Detailed

28 Contract of Service

12 Under Agency

114

Total Manpower

CONDUCT OF TRAININGS AND VIRTUAL OATH TAKING

- Orientation on the Integrity Transparency and Accountability in Public Service (ITAPS) conducted by Office of Ombudsman – National Integrity Center Director Lourdes P. Salazar and Ms. Evangeline Abulad.
- Orientation on the Omnibus Regulations on Appointments and other Human Resource Action (ORA OHRA) conducted by CSC Field Office – Office of the President Director Roderick Romualdo.
- Training on Republic Act 9184 and its 2016 Revised Implementing Rules and Regulations conducted by Ms. Magie Pascual
- New Employees Orientation Program (NEOP) and Statement of Assets, Liabilities and Net Worth (SALN) Orientation conducted by HRDD Division Chief, Mr. Jay A. Acar.
- Virtual Oath Taking administered by Civil Service Commission Chairperson Alicia dela Rosa-Bala.





ARTA Commendations and Testimonials



Pfizer, Inc.
18F-20F, 8 Rockwell Building
Hidalgo Drive, Rockwell Center, Makati City
Metro Manila, Philippines 1200
Tel. No. (632) 8-451 9200
www.pfizer.com.ph

13 December 2019

Atty. Jeremiah B. Belgica, REB, EnP
Director-General
Anti-Red Tape Authority (ARTA)
Sen. Gil J. Puyat Avenue
Makati City

Subject: Improvements in FDA's Processes

Dear **Director-General Belgica**,

Pfizer, Inc. is writing this letter in line with the response we received from the Food and Drug Administration (FDA) Philippines re ARTA Complaint Ticket No. 201905104 through ARTA's Complaint Action Center last 22 August 2019.

We wish to thank ARTA and the FDA for addressing the issues we have raised concerning our various applications. The actions taken by the FDA in relation to our list of pending applications were all delivered. The FDA Advisory No. 2019-305 issued on 20 September 2019 regarding ARTA's Order on Automatic Renewals was observed to be implemented by the FDA. Out of our 22 pending automatic renewal applications which were in-scope of the said advisory, 17 have already been approved and received by Pfizer, Inc.

We would also like to recognize the significant improvements we have seen in terms of FDA processes. The official lines of communication are both accessible and accommodating where discussions allow for a two-way understanding of each party's perspectives – this evident despite the FDA being very much undermanned. This we believe results to faster compliance on the part of the applicant and decision-making on the part of the regulator. Furthermore, we have observed in our recent monitoring of the FDA website that the remarks reflected on the document tracking system are now more detailed and substantial. This has lessened our follow-ups at the FDA Action Center since the remarks provide a clear status already of the application being monitored.

We truly appreciate that the FDA has considered the recommendations provided by its stakeholders as expressed during the FDA-stakeholder forums done on a regular basis. We are looking forward to seeing more of the continuous improvements that the FDA has been implementing, the most recent of which is the revision of FDA's Citizen Charter. Pfizer, Inc. is beginning to feel the positive impact of these improvements and rest assured that we are one with FDA in ensuring quality, safe and effective medicines to Filipinos.

Thank you very much for your kind attention and support!

Sincerely yours,

PFIZER, INC.

By:


Noel Berlongan
Corporate Affairs Director

cc: **Usec. Rolando Barrios D. Domingo, MD, DPMO**
DTC-Director General
Food and Drug Administration Philippines

Atty. Katherine Austria-Lock
DTC-Director, Center for Drug Regulation & Research
Food and Drug Administration Philippines



Commendations



Forte Realty Corporation

5/F Kalayaan Building, 164 Salcedo Street, Legaspi Village
Makati City 1229, Philippines Telephone: (632) 810-7968

October 28, 2019

ATTY. JANALYN B. GAINZA-TANG

Head Executive Assistant
Anti-Red Tape Authority
Ground Floor, HPGV Building
395 Senator Gil Puyat Avenue
Makati City

Dear Atty. Gainza-Tang:

This is in connection with our letter to you of October 2, 2019 requesting for your assistance regarding our application for issuance of a certified true copy (CTC) of Original Certificate of Title No. RO-533 (1695) which has been pending with the Register of Deeds of Bulacan for almost 2 years. In this regard, please be informed that last October 8, 2019, when Mr. Glen Badon from your office visited RD Bulacan with our representative to follow up our request for CTC, all of a sudden and to our surprise, the original copy of the title has been located and available. We were asked to pick up the CTC after a week.

We also acknowledge receipt of a copy of the 1st Endorsement dated October 3, 2019 addressed to Atty. Ramon C. Sampana, Register of Deeds of Bulacan sent to him by Deputy Director General, Atty. Ernesto V. Perez, CPA which further supported expediting action on our request. And please be informed that we have, finally, received the certified copy of OCT No. RO-533 (1695) from RD Bulacan last October 25, 2019.

We, therefore, sincerely thank you, Atty. Gainza-Tang, Mr. Badon, Atty. Presz and most specially, Atty. Jeremiah B. Belgica for the valuable assistance you have extended to us without which our application may still be pending at RD Bulacan.

Very truly yours,

JOSE S. DE GUZMAN
President

Cc: Atty. Jerimiah B. Belgica
Atty. Ernesto V. Perez
Mr. Glen Badon

Commendations

EODE

By: Peter Wallace - @inquirerdotnet Philippine Daily Inquirer / 05:05 AM May 14, 2020

Red tape is the bane of our existence, so it's good to know that the Ease of Doing Business (EODB) program is progressing well. Jeremiah Belgica at the Anti-Red Tape Authority (Arta) has done an amazing job in taking control of government processes when it comes to doing business, and improvement is happening. He's cracking the whip and government agencies are, with a few exceptions that are being dealt with, complying. He and his team are looking into areas of inefficiency and fixing them.

In his State of the Nation Address, President Duterte complained of five agencies that weren't doing their job. In response, Arta issued Notices to Explain to the agencies, and reforms have been initiated. The LTFRB had 3,120 pending applications, the FDA had 3,125, the SEC had four for accreditation. All agreed to give the automatic approval the law commands. All other government agencies have been told to give automatic approval of applications pending beyond the mandated deadlines of three, seven, and 20 days. Where they haven't, cases have been filed against erring officials with the Office of the Ombudsman and the Civil Service Commission. So it's now up to them as Arta can't prosecute itself.

Arta has submitted policy recommendations to the different government agencies on how to streamline their business. It has launched a National Business One-Stop Shop (NBOSS), initially for single proprietorships, but soon for all businesses. It has also started a program for all agencies to reduce procedures and to reduce required documents by a whopping 52 percent.

In a recent board meeting, we agreed to create a rapid regulatory impact assessment support group to ensure that proposed regulations are not redundant, burdensome, or in conflict with national policies.

Some agencies can't comply with Arta orders not because of reluctance, but because of lack of manpower and budget constraints. The Department of Budget and Management should issue an order to all agencies to allot 5 percent of their budget to implement EODB plans and programs—the same as they have done for gender and development programs.

Commendations

To assist in the COVID-19 ECQ, Arta created a Bayanihan One Stop Shop for importation of critical COVID-19 commodities. On the urging of Arta, the FDA launched one document — electronic License to Operate (eLTO) — which allows the Bureau of Customs to immediately release goods. Some 71 eLTOs have been released so far. It also gave emergency extension for all permits, licenses, etc. that are expiring during the lockdown.

As this COVID-19 crisis highlights, what we really need now is an EODE — Ease of Doing Everything. The inability of the Department of Social Welfare and Development (DSWD) to get its act together in the first weeks of the lockdown due to overly strict and inessential bureaucracy led to millions not getting the money promised to them—or getting it much delayed. As of May 9, 2020, some 3 million of the 18 million beneficiaries have yet to receive their subsidy under the social amelioration program. And this is just the first tranche.

Mind you, one of the problems the DSWD faced wasn't of its making. It was due to the inability of the Philippine Statistics Authority to give everyone, or, at least the family head, an ID. The government's lack of experience in such a complex task meant that understandably government workers were learning as they went. And the solutions they were concluding were not the ideal ones. What they should do is tap the private sector under a PPP arrangement.

But the DSWD is not the only department or agency that needs streamlining, they all do. And in all actions they take, not just registering a business or processing licenses for it, but in all transactions involving both government dealing with the public and dealing with itself — agency to agency, department to department.

We need an Ease of Doing Everything Authority. And the simplest, most effective, and quickest way is to just amend the EODB law with a new title and put its operations under Arta, which has more than proved itself capable. It can still be called Arta because it's all the red tape that hinders us from getting service.

Supporting this effort should be the Department of Information and Communications Technology. One of its principal tasks is to design, plan, and assist in implementing the computerization of all government services. All paper forms have to go; that includes signatures on paper, which are still required even for online transactions.

Time to computerize government and streamline it.

Commendations

Below are some of the commendations received by the Authority from complainants whose complaints were resolved through the help of the Authority.

On April 28, the Authority received a complaint regarding allegations of delay in the distribution of the Social Amelioration Program (SAP) and a request for help to receive a government financial assistance. The Authority coordinated with the complainant's barangay captain to immediately seek help for the hungry family. This very appreciative email message was sent by the complainant to the Authority after receiving confirmation of being a recipient for the SAP.

Sent: Thursday, May 14, 2020 10:11 AM

To: Complaints Action Center <Complaints@arta.gov.ph>

Subject: Re: Request for additional information ARTA Complaint Ticket Number 2020042908

maalab na pagbati po inyong lahat maraming salamat po at naayos na ang lahat dahil sa inyong tulong maraming maraming salamat po ipinapaabot po ng aking mga kasama, mabuhay po kaung lahat

On June 1, ARTA received a request for help regarding a Filipino husband and his wife living in the Kingdom of Saudi Arabia (KSA) who both tested positive of COVID-19. The couple is living with their two young children, and requires immediate assistance from the Philippine Embassy there. Following the complaints process of the Authority and coordination, the family was immediately contacted by the Philippine Embassy in KSA. When it was all over, the email below was sent as a "thank you" note from the complainant to the Authority.

Dear DG Atty. Belgica and Team.

Thank you for your assistance on this matter.

By God's grace , my nephew was declared covid negative June 10 and his wife last June 16.

Acknowledge receipt of the response of the office of the Undersecretary for Migrant Workers affairs and Covid19 KSA team Phil Embassy.

Thank you again and May God continue to bless your service to the Filipinos and our country.

Respectfully,
Desiree Villas

Testimonials

In the middle of the quarantine in NCR, a lot of businesses closed and many “no-work-no-pay” employees and their families are going hungry. The government’s COVID-19 Adjustment Measures Program (CAMP) through the Department of Labor and Employment (DOLE) is their hope for survival. This complaint from a company who needs immediate attention for their employees was acted upon by the Authority. The email below was sent by the company who finally received the government financial assistance for their employees.

Thank you for your assistance.

Please be informed that our requests were answered and granted. Our staff were able to receive from DOLE (arete foods) and from BIR/SSS (arete consultancy).

More power to DG Belgica and the rest of the ARTA team!

Yours truly,

Tricia Contreras

On June 19, DDG for Legal Ernesto V. Perez received an urgent text message from a PWD who claims to have not received SAP from their local MSWD. As a post-stroke patient, the complainant doesn’t have a stable work/source of income especially in this pandemic, and the SAP will help him get through this crisis. His profile seems to fit a SAP recipient so the delay in the delivery of this service must be immediately called-out. After due coordination through the Authority’s complaints procedure, the local government unit finally reached out to the complainant and a SAP financial assistance was released. Below is a screenshot of the SMS he sent to the complaints officer who assisted him.

gud pm! mam twinkle maraming salamat po nabigyan napo ako ng dswd ng ayuda. ma salamat. mam yun nakuha kupo pinadala kupo sa pamilya ko yung iba. para po me pang kain po cla mam. bumili po ako agad ng bigas mam at gamot ko pang mentenace ko mam. salamat po.

Mabuti naman po sir.

mam maraming salamat. sana po marami pa kau matulungan ibang tao. godbless po!

Testimonials

On May 26, the Authority received a complaint from a private corporation regarding an alleged delay in their application for registration with the Security and Exchange Commission (SEC). The Authority sent a Referral Letter the very next day to the SEC for their appropriate action. Within three (3) working days, the SEC responded positively on the application with assurance of immediate processing. The email below was a note of gratitude from the complainant:

Cc: imessagemo@sec.gov.ph; Complaints Action Center

THANK YOU SOOOO MUCH 🙌🙌🙌🙌🙌 I 'AM SO OVERWHELMED BY YOUR OFFICE ARTA 🤗❤️👍👍

Thank you sooo much 🙏

Rhodes B. Morales

In March, many private companies temporarily closed their business due to the COVID-19 pandemic and their employees were left jobless in the middle of the crisis. Many employers applied for the COVID-19 Adjustment Measures Program (CAMP) through the Department of Labor and Employment (DOLE) like this complainant who alleges that the processing of their application for CAMP has been delayed. Through the assistance of DDG Eduardo Bringas, the complaint was immediately referred to DOLE Secretary Silvestre Bello. The complaint was immediately acted upon, and the financial assistance provided to the employees. Below is a SMS sent by the complainant to the Authority:

< 146



+63 9 [REDACTED] 8 >

Today 5:38 PM

GOOD afternoon Team ARTA. You are all GOD SENT to us. MARAMING MARAMING SALAMAT PO SA TULONG at natanggap napo ng mga empleado namin ang P5K DOLE SUBSIDY ngaung araw. Mabuhay po kayong lahat 🙏🙏🙏🙏

Testimonials

